



General Terms and Conditions

These terms and conditions ("**Terms**") apply to your use of the Virgin Trains Ticketing app and/or website ("**VTT Platform**"). These Terms set out the agreement between you and us when you book train tickets through the VTT Platform and generally in relation to your use of the VTT Platform, whether or not you book train tickets. These Terms also incorporate certain other terms and policies, including our privacy policy, all the details of which are set out below. By using the VTT Platform you confirm that you accept these Terms. If you do not agree with any of these Terms you should not use the VTT Platform. Please get in touch with us using the address below if anything is not clear or you have any questions or by emailing trainssupport@red.virgin.com.

These Terms are split into 2 sections: the **Booking Service Terms (Section 1)** which focus on the terms applicable if you book trainmembersupport@red.virgin.com tickets through the VTT Platform (and ticket changes and refunds), and the **Terms of Use (Section 2)**, which apply generally to any and all use of the VTT Platform, whether or not you book a train ticket.

In order to become a registered user of Virgin Trains Ticketing you will need to become a member of our reward programme, Virgin Red. As a member of Virgin Red you will be eligible to earn Virgin Points on your purchase of train tickets through the VTT Platform. Membership of Virgin Red, and the earning and spending of Virgin Points, is subject to the [Virgin Red Programme Terms and Conditions](#). Alternatively, you can book train tickets through the VTT Platform as a guest user.

Any train tickets booked via the VTT Platform will also be governed by the [National Rail Conditions of Travel](#).

Any personal information you provide to us when using the VTT Platform will be dealt with in accordance with the [Virgin Red Privacy Policy](#).

Braintree, a Paypal service, is the payment services provider and processes the payment of your train ticket and manages your data in accordance with their [privacy policy](#).

The VTT Platform is operated by Virgin Red Limited trading as Virgin Trains Ticketing ("we", "our" or "us"). Our company details are Virgin Red Limited, 66 Porchester Road, London, W2 6ET. Our company number is 11490861. Our VAT number is (GB) 425216184.

Customer support queries can be directed to [Virgin Trains Ticketing Support](#) or 0333 241 9128 or <https://trains.virgin.com>. For urgent assistance between the hours of 7am and 10pm please use the phone number. Further information about cancellations, changes and refunds is set out below.

Section 1 - Booking Service Terms

1.1 Status of Booking Service Terms

These Booking Service Terms set out the terms of our agreement with you in relation to our supply of any rail tickets that you purchase using the Booking Service (as defined below). If you do not agree with any of these Booking Service Terms, you should not use the Booking Service.

The train operating companies you can book tickets with through this Booking Service are responsible to you in respect of the provision of each train journey you have booked. All bookings made through the Booking Service are subject to the [National Rail Conditions of Travel](#) (see below) and any specific restrictions imposed by the relevant train operating companies, which vary by ticket type.

1.2 Your use of the Booking Service

The VTT Platform offers you the ability to book tickets for rail travel across Great Britain ("**Booking Service**"). We do not currently have tickets for travel outside of Great Britain, tickets for travel by means other than rail, season tickets or rover/ranger tickets. The prices quoted on the VTT Platform are in Pounds Sterling (£). Tickets must be paid for using a UK credit or debit card.

You may also use the Booking Service to purchase tickets for children between the ages of 5 and 15, at a discount on the adult fare of up to 50%. Children up to the age of 4 travel for free when travelling with an adult (aged 16 and above) with a valid ticket. You must be aged 16 or above to use the Booking Service. You will need your parent or guardian's permission to use the Booking Service if you are 16 or 17, and will need to do so as a guest user. You must be aged 18 or above to be a registered user of Virgin Trains Ticketing. This is because you will be registered as a member of Virgin Red, for which the minimum age requirement is 18. Bookings may be rejected or cancelled by us at any time if we have reason to believe you have not met any of these requirements.

You confirm that you have the authority to use the credit or debit card details you provide for the purpose of settling any payments due to us. Payment for your booking is processed by PayPal (Europe) S.a.r.l. et Cie, S.C.A, trading as Braintree, in accordance with their [privacy policy](#). The transaction on your card payment statement will appear as 'Srt*VIRGINTRAINSTICKET'.

You agree that all information supplied by you in using the Booking Service is accurate and that you will not make any speculative, false or fraudulent reservations. You agree that you will only use the Booking Service to make reservations or purchases for yourself or another person where you have that person's consent or on whose behalf you are legally entitled to act. This includes the provision of their personal information as part of a booking or purchase.

You can use the Booking Service to purchase train tickets for groups of people, even if you are not travelling as part of that group. Again, you will need to be legally entitled to act on behalf of all of the members of that group or otherwise have their consent to do so, including in relation to the provision of their personal information.

We can refuse to sell tickets to or reserve a seat for a person or persons who we have reason to believe may be intending to use it, or the proposed method of payment, fraudulently. You acknowledge that you are financially responsible for any bookings made through the Booking Service using your details.

1.3 National Rail Conditions of Travel

All bookings made through the Booking Service are subject to these Terms and the [National Rail Conditions of Travel](#).

The National Rail Conditions of Travel (as updated from time to time) set out the minimum level of service you are entitled to expect in relation to your train journey. They also set out your rights and responsibilities in respect of any train journeys made on the railway network in Great Britain, including the liability of the train companies in respect of loss caused by the delay and/or cancellation of any train, any missed connection or by the closure of the railway as well as in respect of loss or damage to and delay in the delivery of luggage and its contents.

Where the rights set out in the National Rail Conditions of Travel are extended or restricted by any of the train operating companies you are booking tickets with through the Booking Service, details of these extensions or restrictions will be provided to you with your journey summary before you complete your purchase.

The National Rail Conditions of Travel entitle customers to the same levels of compensation or refund entitlements regardless of where they purchase their ticket.

The National Rail Conditions of Travel also set out the obligations for producing a valid ticket on request and what happens if you or any person travelling is unable to do so. Depending on the circumstances this could be a requirement to pay the full fare or a penalty fare or a referral for prosecution.

1.4 Issue of rail tickets

We cannot confirm the price of any tickets sold by us until you complete the details of your order, although you will not be charged until you check out and the order has been processed.

After we have confirmed your booking by e-mail to the e-mail address you have provided, we will send your ticket(s) or ticket collection number to you in accordance with the method you selected when you made your booking.

If you request that the tickets are sent to you by e-mail please check them as soon as you receive them. If you believe that the tickets we have sent you do not meet the information you provided at the time of booking through our Booking Service, please contact us on 0333 241 9128. You must ensure that you are in possession of the tickets you booked, whether physical tickets or e-Tickets, before you board the train. We, the train operating company and the ticket inspector reserve the right to refuse to accept any ticket that is unsatisfactorily displayed or illegible or to the extent that we or they have reason to suspect fraudulent use of a booking confirmation, transfer to a different person or other abuse or that any ticket presented is a reproduction, copy or counterfeit.

All tickets are non-transferable, regardless of the method of access or collection (set out below).

1.5 Accessing your tickets

There are various options for accessing and/or collecting tickets although the options available for your booking may differ depending on various factors, including ticket type, train operator and

method of purchase. The options available may include:

Collection at the station. For many bookings you are able to collect your tickets from a train station. You should allow sufficient time to collect your tickets before boarding the train. You must have your ticket collection reference and a valid UK credit or debit card as identification. You should note any special collection instructions given during the booking process, for example, the station opening hours. If you are unable to collect your tickets (for example due to the ticket machine(s) being out of service) you should contact a member of the station staff for further assistance. If there are no staff at the station, you should board your booked train and make yourself known to the on-train staff at the earliest possible opportunity.

Print at home. For some bookings your able to print your ticket. You must ensure that you print the ticket clearly on A4 paper and carry the ticket with you when you travel. Tickets are only valid when accompanied by the correct personal identification method selected whilst making the booking. You must ensure that no one else is able to print and/or obtain a copy of your ticket. Some train operating companies apply additional restrictions on the use of self printed tickets. You should pay attention to any additional restrictions notified to you during the booking process.

E-Tickets. For most bookings you can travel using paperless tickets sent to your mobile phone, or other mobile device, at the time of booking ("e-Tickets"). It is your responsibility to ensure that you carry your mobile phone on the relevant journey and that it is sufficiently charged, functional and that you are able to display the e-Ticket for inspection when you travel (including at train stations). If your mobile phone runs out of battery during your journey or you are otherwise unable to display your e-Ticket, you may have to pay the appropriate fare again or a penalty fare or face prosecution. Due to the wide variety of mobile devices and networks we are unable to offer technical support or assistance for e-Tickets. You may incur data usage charges from your mobile service provider for downloading e-Tickets. You should check with your provider as to what charges may apply.

Your e-Ticket should be accessible through the Virgin Trains Ticketing app even in the absence of network connectivity. However, it is your responsibility to ensure that you can access the e-Ticket at all times, even when offline or in case the Virgin Trains Ticketing app is not accessible for any reason. As such, we recommend having a back up method for accessing your e-Ticket (e.g. through your Apple Wallet or a printed copy). The e-Ticket must be stored on and/or accessible through your mobile phone until the completion of your journey and such safekeeping shall be your responsibility. By purchasing an e-Ticket, you agree to cooperate with the train inspector and let them clearly view the ticket on your mobile phone. You acknowledge that you may be requested to hand over your mobile phone for proper inspection of the e-Ticket. If you do not produce your ticket or hand over your mobile phone when requested to do so by the train inspector, the train inspector shall be entitled to regard you as travelling without a valid ticket.

For identification purposes you must also carry the credit/debit card used to make the booking. If e-Tickets have been booked for more than one passenger, all passengers should travel together and the lead passenger must carry the credit or debit card used to make the booking. We are unable to provide duplicate or replacement e-Tickets. Some train operating companies apply additional restrictions to the use of e-Tickets. You should pay attention to any additional restrictions brought to your attention during the booking process. Your mobile phone must be switched on to use during your journey.

1.6 Fees and charges

There may be fees and charges payable on top of the ticket price for purchases made via the Booking Service. If applicable, these will be identified during the booking process. Some of these fees are levied by the relevant train operating company which requires us to pass them on to you.

You are responsible for all charges and taxes payable as a result of your use of the Booking Service, including any cost of accessing the Booking Service (for example, internet access charges or mobile data charges).

1.7 Cancellations, changes and refunds

Changes to the date and time of a ticket may be permitted depending on the type of ticket and availability of alternatives, but exchange may not be available for certain ticket types. Refunds will depend on the type of ticket and conditions applicable to it and may not be available for certain ticket types.

If the service you have booked to travel is cancelled or severely disrupted you may be entitled to compensation or a refund. If the train company allows us to issue this refund on their behalf, we shall do so. If not, we will provide you with the contact details of the relevant train company and you will need to make a claim directly with the train company concerned. Unfortunately, we are not permitted to issue compensation or refund tickets for cancelled or disrupted journeys unless the relevant train company gives us permission to do so.

All changes, amendments and cancellations will incur a £10 charge per ticket as will refunds not resulting from cancellation of a service or severe disruption to it. All tickets are non-transferable.

To make any changes to your booking please contact us via [Virgin Trains Ticketing Support](#) or on 0333 241 9128 or go to <https://trains.virgin.com>. For urgent assistance between the hours of 7am and 10pm please use the phone number.

As a consumer you may have the legal right to cancel certain orders and to a refund and/or replacement in respect of products or services in specific circumstances. However, please note that train tickets purchased on the VTT Platform are not subject to the usual 14 day cooling off period applicable to most online purchases. You can find this information online including at www.citizensadvice.org.uk.

Section 2 - Terms of Use

2.1 Your responsibility to us

The VTT Platform and Booking Service have been created to provide you with travel information across the rail network of Great Britain and to enable you to make rail ticket purchases. You agree that you will only use the travel information features of the VTT Platform and Booking Service in good faith and to gather information to purchase rail tickets for yourself or others. If you do not agree with any of these Terms of Use, you should not use the VTT Platform or Booking Service.

Our brand and content. Our brand and our content makes us special and unique. We ask for your help in protecting all designs, text, graphics, audio, video or image files (including, without limitation, photographs), content, data, software, applications and information displayed or available on or through the VTT Platform and Booking Service, and all copyright, trade mark rights, design rights and other intellectual property rights in them (together, the "**Content**"). You acknowledge that all Content is owned, and shall always remain owned, by us, our licensors, partners or suppliers. This includes, without limitation, the organisation, layout and look and feel of the VTT Platform, the Booking Service and the underlying software. You agree not to and will not help any third party to,

copy, reproduce, transmit, publish, display, distribute, reverse engineer or dispose of in any way any Content and/or any part of the VTT Platform and/or Booking Service and/or compile or create any derivative works from the Content and/or the VTT Platform and/or Booking Service. You agree that you will not use or copy the Virgin name or any other Virgin company name, trade mark, logo or design in any manner.

Your use of Content and the VTT Platform (including the Booking Service). The Content and the VTT Platform and Booking Service are made available to you for personal and non-commercial use only. You agree that you may not make any use of any of the Content or any part of the VTT Platform and Booking Service for any commercial purpose (whether or not for profit), to generate income in any manner or for any other purpose without our prior written permission. This includes, but is not limited to, mining or scraping data from the VTT Platform and Booking Service. You also agree not to use or introduce any automated device or process, program, software, tool, agent, agent, script, routine, spider, robot or virus in relation to the VTT Platform and Booking Service.

Compliance with applicable laws. The VTT Platform and Booking Service may only be used for lawful purposes and in a lawful manner. In addition to compliance with these Terms you agree to comply with all applicable laws, statutes and regulations regarding the VTT Platform and Booking Service and any transactions conducted on or through the VTT Platform and Booking Service.

2.2 Accuracy and availability of the VTT Platform and Booking Service

Accuracy of the VTT Platform. We'll always try to present accurate, transparent and useful information to you on the VTT Platform and via the Booking Service. However, from time to time we, our partners or suppliers may make mistakes and so we cannot guarantee the accuracy of all information on the VTT Platform and Booking Service at all times. We try to make sure that all information on the VTT Platform and Booking Service and in any other related publications is correct but we exclude any and all liability to you for any loss, delay, damage or injury resulting from any errors and their consequences.

Availability. We cannot guarantee the availability, uptime or functionality of the VTT Platform and Booking Service or any associated services. The VTT Platform and Booking Service may be unavailable occasionally for maintenance, updates or otherwise. Where this happens we apologise for any inconvenience caused, but we exclude any and all liability to you for any loss, delay, damage or injury resulting from a lack of availability, uptime or functionality of any of our services.

2.3 Updates and other websites

We may update the VTT Platform and/or Booking Service and/or make changes to functions and/or services from time to time, or publish patches. It is your responsibility to install and ensure that you are using the latest version of the VTT Platform app.

The VTT Platform and Booking Service may include links to other websites or services provided by us or third parties, including our licensors, partners or suppliers. Where we refer to or provide links to websites or other content operated by anyone other than us we are not responsible for the control of, or the content or material on such sites. We are not endorsing any material on third party websites. We will not be responsible or liable for any damage or harm resulting from your interactions with such websites or services, or the content, products, or services available on or through such websites or services. We would encourage you to review the terms and conditions, terms of use and privacy policy on any new site you may choose to access because these Terms and our privacy policy will no longer be applicable. We reserve the right to remove any link at any time.

2.4 Our responsibility and liability to you

THIS SECTION CONTAINS LIMITATIONS ON OUR LIABILITY AND ON OUR OBLIGATIONS RELATING TO VIRGIN TRAINS TICKETING, INCLUDING THE VTT PLATFORM AND BOOKING SERVICE.

Our liability for goods and services we provide to you. If we breach these Terms or fail to use reasonable care or skill in providing goods or services, we are responsible to you for the foreseeable loss and damage which we cause, meaning losses we could or should have expected to occur, and/or which are not otherwise subject to the exclusions or limitations set out below.

General exclusions and financial cap on our liability. If we have used reasonable care and skill in providing goods or services to you in accordance with these Terms, we are not responsible in any way to you for losses, claims or damages resulting from your use of our goods or services, or our acts or failures to act. If we so breach these Terms or fail to use reasonable care and skill and this results in loss or damage to you, we are not responsible to you for events or consequences that are beyond our reasonable control or for any loss or damage to you that is indirect, consequential or not reasonably foreseeable (i.e. that we couldn't or shouldn't have been expected to know about). Specifically, we are not responsible to you for any of the following:

- any loss or corruption of data, information or material which is connected with your use of the VTT Platform or Booking Service, whether arising from any breach of security of the VTT Platform or Booking Service, any virus or other malicious program or otherwise.
- any loss or damage arising from any commercial or non-personal use of the VTT Platform and Booking Service by you including any direct or indirect business or financial loss (including but not limited to direct or indirect loss of profits, savings, revenue, contracts, or wasted expenditure).
- any loss or damage where you deliberately or negligently fail to secure account or other personal details or effects or provide your account details to another person.
- any loss or damage where you have acted fraudulently.
- any loss or damage which arises from your use of information or goods and/or services provided by any third party including any of our partners or suppliers (including any train operating company). This does not affect any rights you may have against any third party. The liability of the train operating companies is set out in the [National Rail Conditions of Travel](#).

Even if the loss or damage you incur is foreseeable, and not otherwise excluded, you accept and agree that by using the VTT Platform and Booking Service, our total liability to compensate you for any loss or damage is limited to the price you paid in monetary value for the goods and/or services in question (e.g. the cost of any train tickets purchased).

Nothing in these Terms is intended to exclude or limit in any way our liability to you where it would be unlawful to do so. We do not exclude our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or breach of your legal rights in relation to the goods and/or services you receive from us.

2.5 Sometimes things change

We are always working to improve the VTT Platform and Booking Service and develop new features. Changes may also be required for security, legal, regulatory or commercial reasons and/or to reflect changes in the operation of the VTT Platform, Booking Service or our other businesses. As a result, we may need to change, replace or temporarily suspend aspects of the VTT Platform, the Booking Service and/or change these Terms from time to time. If we make material changes, we'll always do our best to give you reasonable notice via the VTT Platform. The most up to date version of our Terms will always be the version published on the VTT Platform. You agree that if you use the VTT Platform and/or Booking Service after the date on which we change our Terms, we'll treat your use as acceptance of our updated terms.

2.6 Accessibility

If you have trouble using the VTT Platform or Booking Service and/or if you want to let us know how we can improve accessibility, please contact us using the details set out below. We appreciate your feedback and your suggestions will help us to improve our service to you and others.

2.7 A final word from our lawyers

Severance and waiver. If any part of the Terms are or become unenforceable, the remaining Terms will remain in full force and effect. If we delay or fail to enforce any of the Terms, that doesn't mean we're giving up any rights that we may have, such as the right to take action in the future. Any waiver of any of these Terms must be made in writing and signed by us.

Assignment. You agree that we may assign any of our rights and/or novate, transfer, sub-contract or delegate any or all of our obligations under the Terms to any third party. You may not transfer or assign any of your rights or obligations under the Terms without our consent, which must be made in writing and signed by us.

Governing Law and Jurisdiction. To the extent permissible by local law, these Terms and the relationship between us and you and any dispute or claim arising out of or in connection with these Terms or their subject matter or formation (including non-contractual disputes or claims) shall be governed and construed in accordance with English law. You agree to submit to the jurisdiction of the English courts in relation to any dispute or claim arising out of these Terms.

Entire Agreement. These Terms, together with any other terms and conditions referred to in these Terms, including any privacy policy and any other policy, make up the entire agreement between you and us relating to your use of the VTT Platform and Booking Service, and supersede any prior agreements regarding the subject matter of these Terms.

2.8 Finally, if in doubt, get in touch

If you have any queries, comments or complaints regarding the VTT Platform, Booking Service or these Terms, just get in touch. You can write to us at Virgin Trains Ticketing, Virgin Red Limited, 66 Porchester Road, London, W2 6ET, UK or email us at [Virgin Trains Ticketing Support](#)

Customer support queries relating to the Booking Services should be directed to [Virgin Trains Ticketing Support](#) or 0333 241 9128 or <https://trains.virgin.com>. For urgent assistance between the hours of 7am and 10pm please use the phone number

For account and/or registration queries, comments or complaints and/or those relating to Virgin Red you can email us at trainssupport@red.virgin.com or write to Virgin Red Support at the address above.

This version of the Virgin Trains Ticketing Terms and Conditions is effective from 4 May 2022