

Complimentary Ticket Instructions

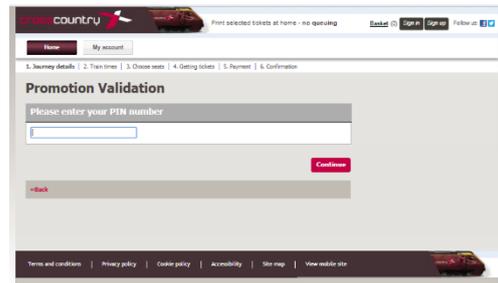
To get your complimentary ticket simply follow these steps for each ticket (**please note that only one single ticket can be ordered at a time**).

1. Go to <https://www.crosscountrytrains.co.uk/complimentary-ticket>
2. Click the 'Buy tickets' button to reveal the 'Find your train' panel. Enter your journey details in this section and then click 'Find my train'.

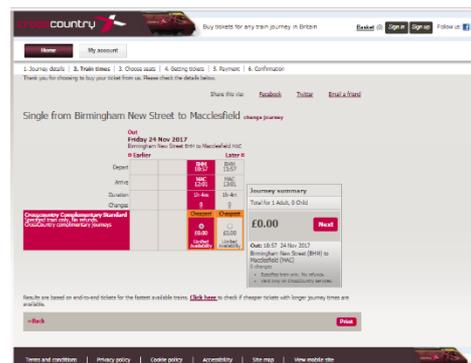
Please note that only one single ticket can be ordered at a time, therefore you are unable to add a return journey.



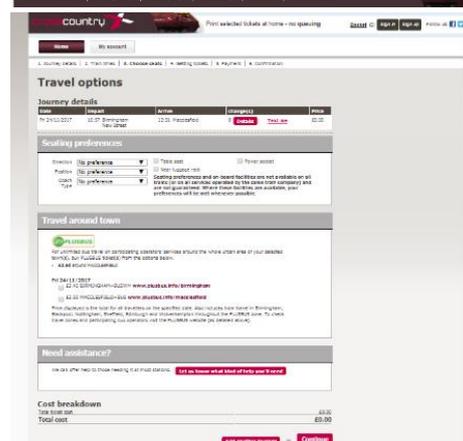
3. On clicking 'Search', you'll go through to a screen requesting your PIN code. Your unique code is shown on the letter enclosed with these instructions. You must enter your PIN code exactly as shown and click 'continue'.



4. Once the PIN has been validated, you'll see a screen showing a choice of trains. You should select the train that you wish to travel on and click 'Next'.

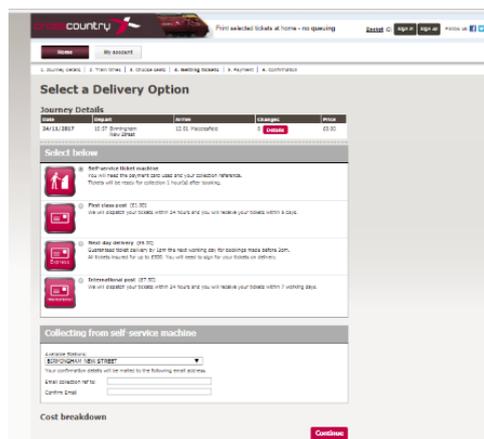


5. The 'Travel options' screen summarises the ticket. Should you need any assistance when you travel, this should be done online at this point or later by phone on 0344 8110125.



- On the next screen you will be asked how you want to receive the ticket. Complete the appropriate details and click 'Continue'.

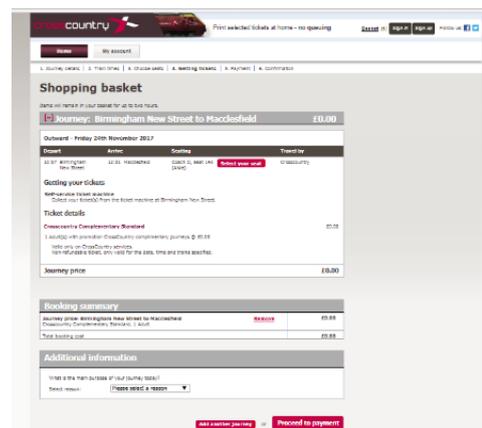
If you select 'Self-service ticket machine' as the option for delivery, you will notice that it states 'You will need the payment card used and your collection reference number'. However, if using this delivery option **any** credit or debit card can be used to collect your tickets and it will not be charged.



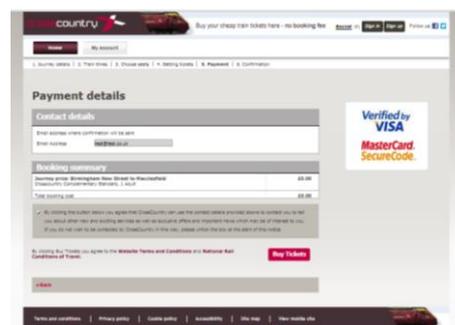
- Once you have specified your ticket delivery method, your ticket order (including any delivery fee if your selected delivery method incurs a charge) will be summarised in your 'Shopping basket' prior to proceeding. A seat will have been allocated to you.

If you are travelling with someone you will need to use the 'Select your seat' functionality for each booking to change your seats so you can sit together.

- At the bottom of the screen there are two buttons – 'Add another journey' and 'Proceed to payment'. As the PIN codes have been set up to only allow one ticket to be booked at once, you cannot add any further journeys, so you'll need to click 'Proceed to payment' to complete this process. **If you require more than one ticket, you need to repeat the whole process for each ticket.**



- When you proceed to payment you will only be asked for your payment card details if there are delivery charges. Otherwise you can complete the process by clicking 'Buy Tickets'.



- On completing the process you will see a booking confirmation page and receive a booking confirmation e-mail. If you have selected 'Self-service ticket machine' as the option for delivery, you will notice that it states 'You will need the payment card used and your collection reference'. However, if using this delivery option **any** credit or debit card can be used to collect your tickets and it will not be charged.

Terms and conditions

- CrossCountry complimentary tickets are only available online (desktop & iPad only) through www.crosscountrytrains.co.uk/complimentary-ticket by using a PIN code.
- CrossCountry complimentary tickets are subject to availability so may not display for all journeys and/or times. If there are no tickets available for your selected journey please select a different time or an alternative date.
- CrossCountry complimentary tickets will only be valid on CrossCountry services and will not be accepted by other train operators. For details of the CrossCountry network, please see [our route map](#).
- If part of your journey is with another operator then you must buy another ticket for that part of the route.
- CrossCountry complimentary tickets can be used for Adult or Child travel.
- CrossCountry complimentary tickets are only valid on the date and time printed on the ticket. Changes to travel plans are not possible.
- Break of journey is not permitted.

- The PIN code/s you were sent are to be used to book complimentary tickets and are unique to you - so please ensure you keep them in a safe place.
- PIN codes can only be issued once. CrossCountry will not take responsibility for any lost PIN codes.
- Please note that the PIN code provided can only be used once for one transaction.
- The booking made with the PIN code is for one person only and must be completed in one transaction.
- The PIN code is valid for redemption for up to 12 months from the date of issue.
- CrossCountry complimentary tickets can be used in conjunction with Weekend First upgrades and weekday upgrades to First Class. These can be bought on board our services, subject to availability.
- The [Website Terms and Conditions](#) apply when booking your complimentary tickets.
- The [National Rail Conditions of Travel](#) apply to travel on all CrossCountry trains.
- CrossCountry reserves the right to withdraw the PIN code, complementary tickets or amend these terms and conditions at any time without notice and without liability to you. No cash or other alternative will be provided.
- The cash redemption value of this voucher is 0.001p.
- By accepting the PIN code you agree to be bound by these terms and conditions.
- CrossCountry accepts no liability for any damages, losses, liabilities, costs, injuries or disappointment suffered as a result of using the complementary tickets or the PIN code.
- These Terms and Conditions are governed by English law.