Rail Delivery Group



RAIL INDUSTRY COMMISSION RATES AND FEES

Applicable to TOCs, TA/TMCs and Third Party Retailers

Valid from 1st October 2024

MARKET (1)	THRESHOLD / CHANNEL	NON-SEASON TICKET SALES (2)	SEASON TICKET SALES (3)	REMARKS
	COMMIS	SION PAID TO TO	Cs, TA/TMCs AND	THIRD PARTY RETAILERS
Public Internet (Third Party and TOC sales)	All Sales	up to 31.03.2025 - 5.0% from 01.04.2025 - 4.5% (6)	2.0% (4) & (5)	
Public Telesales	All Sales	9.0% (6)	2.0% (4) & (5)	
TA/TMC and TOC BTS Sales	All Sales	up to 31.03.2025 - 3.0% from 01.04.2025 - 3.5% (6)	2.0% (4) & (5)	TOCs and TMCs may charge additional fees for corporate sales
Business Account Facility (Public Internet sites)	Sales up to £50k Sales over £50k	up to 31.03.2025 - 5.0% from 01.04.2025 - 4.5% up to 31.03.2025 - 3.0% from 01.04.2025 - 3.5%	2.0% (4) & (5)	Once £50k threshold per account is exceeded in any RSP year, all future sales in all future years will be subject to TMC rates
Station and On-Train Sales	Booking Offices and On-Train	9.0% (6)	2.0% (4) & (5)	
Ticket Vending Machines (TVM)	TVM	9.0%	N/A	

	BritRail Passes	8.0%		• BritRail Passes: 8.0% from 01/04/17 until 31/03/24			
International Sales	Domestic P2P	8.0%	N/A	• Non-UK originating sales through third party retailers holding a dedicated International Sales Licence			
FEES PAID BY TOCs, TA/TMCs AND THIRD PARTY RETAILERS							
Ticket on Departure	TVM Issue	(a) • A variable	(a) • A variable fee	Costs differ if issued through (a) an onstation ticket vending machine or			
Fulfilment Fees	Booking Office	fee rate of 0.50%	rate of 0.50% shall	through (b) a station booking office			
(per transaction)	Issue	shall be due on all	be due on all ToD				
		ToD fulfilment	fulfilment				
		transactions	transactions				
		(CTR) with a	(CTR) with a				
		value at or above	value at or above				
		£15. • For CTR	£15. • For CTR				
		values of less than	values of less than				
		£15, a fixed	£15, a fixed				
		minimum fee of	minimum fee of				
		7.5p per CTR	7.5p per CTR shall				
		shall be due. • For	be due. • For CTR				
		CTR values at or	values at or above				
		above £100, a	£100, a fixed				
		fixed maximum	maximum fee of				
		fee of 50p per	50p per CTR shall				
		CTR shall be due.	be due. (b) • A				
		(b) • A variable	variable fee rate of				
		fee rate of 3.66%	3.66% of the CTR				
		of the CTR value	value shall be due				
		shall be due on all	on all ToD				
		ToD fulfilment	fulfilment CTRs at				
		CTRs at a Ticket	a Ticket Office,				
		Office, subject to	subject to a				
		a maximum fee of					
		£1.00 per CTR.	£1.00 per CTR.				
		• In the event that	• In the event that				
		a customer uses a	a customer uses a				
		Ticket Office for	Ticket Office for				
		ToD fulfilment	ToD fulfilment				
		instead of a TVM	instead of a TVM				
		as a result of	as a result of				
		TVM Failure, the	TVM Failure, the				
		Ticket Office fee	Ticket Office fee				

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		set out above	set out above shall
		shall not apply,	not apply, and the
		and the ToD	ToD Fulfilment
		Fulfilment fee	fee shall be
		shall be calculated	calculated on the
		on the basis of a	basis of a TVM
		TVM issue	issue instead.
		instead.	
Barcode Fees	All Sales	0.35% per CTR	0.35% per CTR
		for fares over £10	for fares over £10
		, subject to a cap	, subject to a cap
		of £0.30	of £0.30
		0.41% per CTR	0.41% per CTR
		for fares over £15	for fares over £15
		, subject to a cap	, subject to a cap
		of £0.30	of £0.30

NOTES:

- 1 Third party retailers may charge additional fees as allowed within law
- Third party retailers may enter into additional bilateral remuneration arrangements with TOCs Season Ticket rate applies to tickets with weekly or longer durations
- 2.0% Season Ticket rate subject to review following current trial period
- 1.5% for a Travelcard element
- Railcard Sales attract 5% commission via Public Internet, 3% via B2B sales channels and 9% commission via Booking Office

Last updated:

October 2024