



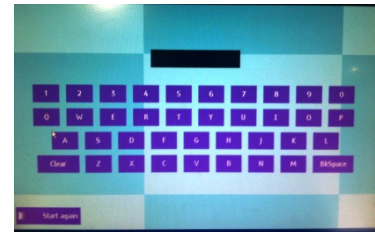
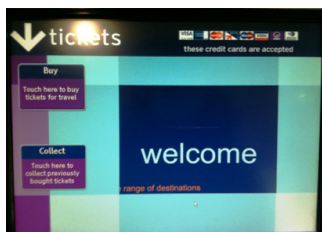
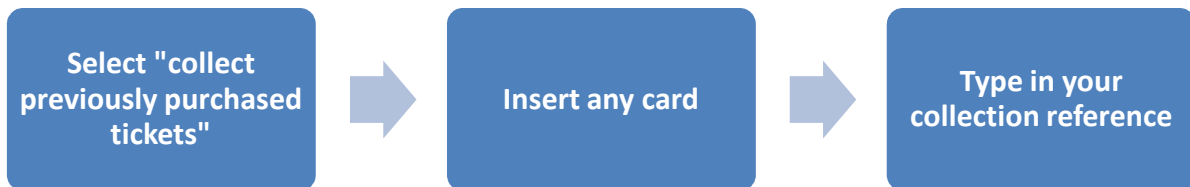
Guide to Fast Ticket Collection

The majority of major UK stations now have ticket collection machines for retrieving pre-purchased tickets. This is the most reliable delivery method for your train tickets and it is quick and easy to use. To collect your tickets takes around 60 seconds.

When using the machines there are a few key points to remember.

Make sure you have your collection reference; if you don't have this you will not be able to collect your tickets. This is an 8 digit alphanumeric which is included in your confirmation email. If your tickets have been booked for you, then your booking agent will provide you with this prior to travel.

Collecting your tickets is simple; the diagram lays out the 3 steps to collecting your tickets. There are also some screen-shots below to guide you.



The wording and branding on the machine you use may differ from the diagram as there are several different types of machine. They will usually have 2 options; one to purchase tickets and one to collect tickets, you will need to select the relevant collection option. Despite a slight difference in appearance and wording, all machines follow the same process.

You will be asked to insert any credit or debit card into the machine. This is needed to trigger the ticket to be issued. Your tickets have already been paid for and no extra charge will be made to your card.

Once you have typed in your reference your tickets will begin to print. This will include your tickets as well as any relevant seat reservations. Be sure to collect all of the printed coupons as some tickets are invalid if they are not accompanied by a seat reservation.