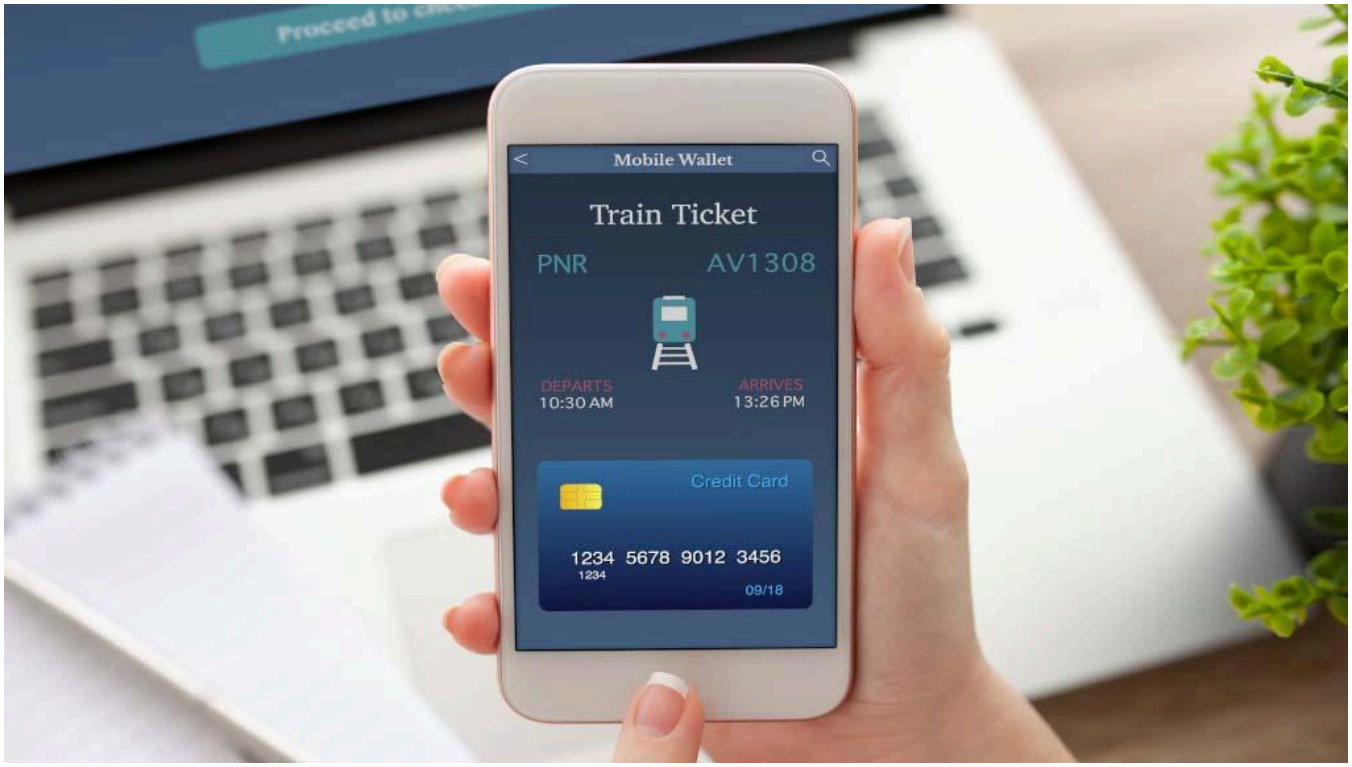
Annual rail consumer report 2023 to 2024

Ticket retailing and passenger rights

We want operators and retailers to be fair and transparent in all their interactions with passengers, enabling passengers to make well-informed decisions and access their statutory rights as customers.

Increasing the transparency of fees for online rail ticket purchases



We asked third-party retailers to make changes to their websites and apps to increase the

transparency of the fees they charge during the booking process.

We raised concerns with seven retailers about their use of 'drip pricing', which is when consumers are shown an initial price for a product or service before additional fees are revealed later in the purchase process.

They engaged with us constructively. Some have already made changes to their websites and apps, and we expect the remaining changes to be implemented by the end of 2024.

Reduced fees for ticket refunds



We prompted a reduction in the maximum fee ticket retailers can charge when an unused rail ticket is refunded from £10 to £5.

We found that of the 5.8 million tickets refunded during 2019 to 2020, there were notable differences between the cost to the ticket retailer of processing a refund and the then allowed maximum admin fee of £10.

We called on the industry to review the maximum cap in the National Rail Conditions of Travel and are pleased that the rule change means a fairer deal for passengers.

Regulatory framework for ticket retailing and passenger rights

Our work is underpinned by:

- our consumer law investigation and enforcement powers, which we hold concurrently with the Competition and Markets Authority
- obligations set out in train and station operating licences
- commitments set out in industry-owned documents such as the National Rail Conditions of Travel

Our priorities for April 2024 to March 2025

We will:

- maintain our focus on the transparency of fees charged by retailers and the implementation of changes to websites and apps
- review the existing Code of Practice on retail information for rail tickets and services, including its status and scope
- assess the implications of the new Digital Markets, Competition and Consumers Act for our powers as a consumer authority, including with respect to drip pricing where the Act reinforces the interventions we have made this year.

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