Independent review of train operators' revenue protection practices

Annex C: Train operators and retailers within the scope of this review

Train operators

C.1 The TOCs listed below (along with their trading names) are those that we have considered to be in scope of this review (TOCs are also ticket retailers).

- Arriva Rail London Limited – London Overground
- Caledonian Sleeper Limited – Caledonian Sleeper (see note against Heathrow Express below)
- East Coast Trains Limited – Lumo
- First Greater Western Limited – Great Western Railway
- First MTR South Western Trains Limited – South Western Railway
- First Trenitalia West Coast Rail Limited – Avanti West Coast
- Govia Thameslink Railway Limited – Southern, Thameslink, Great Northern and Gatwick Express
- Grand Central Railway Company Limited – Grand Central
- Heathrow Express Operating Company Limited – Heathrow Express (While Heathrow Express was included for completeness as a mainline TOC running regular scheduled services, the nature of its business means that it effectively does not need to undertake revenue protection. As such, it may not be included in charts or statistics. This is also largely the case for Caledonian Sleeper.)

- Hull Trains Company Limited – Hull Trains
- London North Eastern Railway Limited – LNER
- Merseyrail Electrics 2002 Limited – Merseyrail
- MTR Corporation (Crossrail) Limited – MTR Elizabeth Line
- Northern Trains Limited – Northern
- ScotRail Trains Limited – ScotRail
- SE Trains Limited – Southeastern
- The Chiltern Railway Company Limited – Chiltern Railways
- TransPennine Trains Limited – TransPennine Express
- Transport for Wales Rail Limited – Transport for Wales
- Transport UK East Anglia Limited – Greater Anglia
- Transport UK East Midlands Limited – East Midlands Railway
- Trenitalia c2c Limited – c2c
- West Midlands Trains Limited – West Midlands Railway and London Northwestern Railway
- XC Trains Limited – CrossCountry

Retailers

C.2 In addition to TOCs, the below TPRs (agents and sub-agents) are licensed to sell tickets for the domestic mainline railway (on a business-to-consumer (B2C) basis) and were therefore in scope of our review. We are grateful to the Rail Delivery Group for supplying this list, which is correct as at 13 May 2025:

- Ctrip
- MyTicketyBoo.com
- My Trains
- MyTrainTicket
- Omio
- Railboard
- Raileasy
- Rail Europe
- Railforums.co.uk
- Rail Online
- RailSmartr.co.uk
- Red Spotted Hanky

- RealtimeTrains.co.uk
- Seatfrog
- SilverRail
- Sojo
- Split my fare
- SplitYourTicket.co.uk
- SplitTicketing.com
- Train Hugger
- Trainline
- Trainpal
- Trainsplit
- TicketySplit.co.uk
- TrainTickets.com
- Trip.com
- Uber
- Virgin Trains Ticketing

- ← Previous Annex B: Timeline
- → Next Annex D: Organisations we met during the review