

March 2017

# Rail Delivery Group



National Rail



GUIDE  
DOGS



**Train operator staff – please accept this letter as confirmation that this passenger and guide dog in training are entitled to free travel for a short journey when showing this letter and their photo ID pass.**

## **Free Train Travel on Short Journeys for Guide Dogs Staff and Volunteers Supporting the Training of a Guide Dog**

Guide Dogs' appreciates the agreement of the Rail Delivery Group (RDG) and Train Operators to allow Guide Dogs' Mobility Instructors and Training Staff, Volunteer Puppy Walkers and Boarders to travel for short journeys, free of charge, on train journeys when accompanied by a dog in training.

Terms and conditions relating to this agreement and the use of this letter for free train travel on short journeys can be found on the reverse side of this page.

Guide Dogs is committed to a programme of training, which gives the dogs we provide as many realistic scenarios of day to day guide dog life as possible. Staff and volunteers responsible for training guide dogs, take dogs out in a range of environments and situations, which replicate and support the everyday lives of guide dog owners. This includes transport environments, such as train stations and travel on trains.

Guide Dog staff and volunteers, using this agreement, should present this letter alongside their Guide Dogs' issued photo ID, and should ensure that the short train journey they are taking is related to the training or support of the guide dog they are working with.

The Rail Delivery Group (RDG) and Train Operating Companies have publicised this agreement and briefed staff. However, if any rail staff are not aware of this agreement, this letter should be accepted and used as confirmation.

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BRITAIN  
RUNS  
ON RAIL

## Terms and Conditions

These terms and conditions apply to Guide Dog Mobility Instructors, Training Staff, Guide Dog Volunteer Puppy Walkers, and Boarders supporting a dog in training.

This agreement permits local journeys on non-InterCity services;

- not exceeding 15 minutes in length each way

or

- between two local stations in rural areas where journey times may be unavoidably longer, but must not exceed 30 minutes in either direction, unless agreed in writing prior to travel with the train operator.

Where occasional InterCity train travel is required for the dog's training or acclimatisation, free travel with this letter can be made on journeys no greater than one scheduled stop, and must not exceed 45 minutes in duration each way. Also, these trips should only be undertaken with the prior written consent of the train operator.

Any written agreement between Guide Dogs and a train operator regarding extended local or InterCity journeys, outside the terms of this local train travel agreement should be presented alongside this letter and the Holder's Guide Dogs issued photo ID.

## Issues with travel or this letter

If Guide Dogs staff or volunteers have problems in undertaking train journeys when working with or supporting a dog in training, they should contact their local Guide Dogs' Mobility Team for advice. Contact details can be found on link [guidedogs.org.uk/aboutus/local-to-you](https://www.guidedogs.org.uk/aboutus/local-to-you)

If rail staff encounter any issues with the use of this letter or acceptance, they should contact their line manager in the first instance.

