



Professional Sales Manual



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*Your gateway
to Air-Rail*



Overview

About AccesRail 9B/450

AccesRail is specialized in intermodal travel and GDS distribution for Passenger Railways. Since 1998, AccesRail has made it possible to book rail on the airline primary screen displays of all important GDSs around the world through carrier code 9B. Today, AccesRail opens up new opportunities to over 120,000 IATA accredited travel agents around the world.

By fostering Air-Rail cooperation, AccesRail helps increase the distribution and visibility of railway products by allowing them to interline or code share with any of the 260 airline IATA members. This allows railway companies to grow through cooperation strategies with airlines and to share the costs associated with system maintenance and development with the alliance of railway companies that make up AccesRail.

In short, AccesRail is a seamless solution for partner railways who wish to interline or code share with any of the growing list of airlines already implemented with AccesRail.

About this Sales Manual

The purpose of this Sales Manual is to help Tour operating companies and travel industry professionals familiarize themselves with AccesRail and the booking process of intermodal Air-Rail tickets. In this document you will find information related to rail partners offering service between train stations and airport stations as well as contact information should you require additional help. We hope this document helps you provide the highest quality of service to your customers.

GWR Product Overview

Distribution: **9B/450** Standalone **Interline** Interline

Great Western Railways (GWR) offers air-rail interlining and standalone booking with AccesRail 9B/450. Passengers can make a single booking that covers both the air and the rail segment (via a print at home ticket) to a selection of GWR stations.

To/From Heathrow Airport (LHR)

Part of this interoperable ticket includes a Heathrow Express ticket to enable passengers to travel between London Heathrow Airport (LHR) and the London Paddington train station.



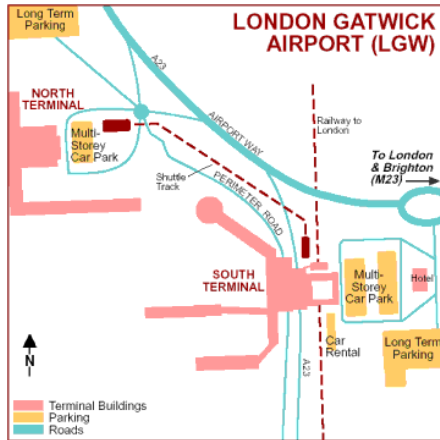
To/From Gatwick Airport (LGW)

Passengers traveling from London Gatwick Airport (LGW) receive two rail tickets valid on GWR trains from the airport to Reading station and from Reading to their destination.



The railway station at LGW is located at the South Terminal and is also just a few minutes from the North Terminal by a free shuttle.

Passengers travelling from LGW use the GWR service to Reading where they change trains to reach their final destination. Passengers travelling to LGW, change trains at Reading to take the correct service to LGW.



GWR offers train service between LHR and LGW and to/from the following destinations:

- Bath (QQX)
- Bristol Temple Meads (TPB)
- Bristol Parkway (BPR)
- Cardiff (CFW)
- Exeter (EXS)
- Oxford (OXQ)
- Penzance (PZE)
- Plymouth (PLH) / Par (PCW) / St Austell (USX)
- Swansea (SWS)

All 9B/FGW prices include the train tickets for travel between the airport and the final destination. If traveling in or out of Heathrow Airport, the Heathrow Express ticket (HEX) will be provided to passenger at the time of check-in on the AccesRail website. Passengers will receive both their GWR and HEX tickets.

Train Range

9B flights 5000 - 5999

Booking Classes

J: 1st class Y: 2nd class

Inventory

11 months forwards

Ticketing Time Limit

One day before departure

Participating GDS

Abacus – Amadeus – Apollo – Axess – Galileo – Infini
Sabre – Sirena Travel – SITA – Travel Sky – Topas – Worldspan

Booking Process

Travel agents/airline ticket offices book the rail sector to/from LHR in conjunction with a flight to/from LHR or LGW.

AccesRail replies to the booking that includes GWR segments indicating the need to check-in within 72 hours before departure of the rail segment at www.accesrail.com/checkin to retrieve their train ticket.

All bookings out of London Heathrow Airport will be mapped to a Heathrow Express segment, where the customer will at the time of check-in be supplied with two tickets; One for GWR and One for HEX.

Bookings out of London Gatwick Airport will include two rail tickets; namely one from Gatwick airport to Reading and one from Reading Station to your destination.

GDS Availability Display

The image below is a typical GDS availability display demonstrating a possible itinerary between London Heathrow and Oxford train station.

```
AN10SEP1HROXQ/A9B
** AMADEUS AVAILABILITY - AN ** OXQ RAILWAY STATION.GB 104 TH 10SEP 0000
1 *9B5379 Y9 J9 Q9 LHRTN OXQ 1142 1314 E2 TRN 1:32
2 *9B5372 Y9 J9 Q9 LHRTN OXQ 1642 1815 E2 TRN 1:33
3 *9B5382 Y9 J9 Q9 LHRTN OXQ 1512 1646 E2 TRN 1:34
4 *9B6014 Y9 J9 Q9 LHRTN OXQ 0912 1047 E2 TRN 1:35
5 *9B5380 Y9 J9 Q9 LHRTN OXQ 1242 1417 E2 TRN 1:35
6 *9B5376 Y9 J9 Q9 LHRTN OXQ 0842 1018 E2 TRN 1:36
7 *9B5371 Y9 J9 Q9 LHRTN OXQ 0942 1118 E2 TRN 1:36
8 *9B5266 Y9 J9 Q9 LHRTN OXQ 1112 1248 E2 TRN 1:36
9 *9B5268 Y9 J9 Q9 LHRTN OXQ 1312 1448 E2 TRN 1:36
10 *9B5381 Y9 J9 Q9 LHRTN OXQ 1342 1518 E2 TRN 1:36
11 *9B5270 Y9 J9 Q9 LHRTN OXQ 1442 1618 E2 TRN 1:36
12 *9B5373 Y9 J9 Q9 LHRTN OXQ 1742 1918 E2 TRN 1:36
```

```
>ss1y1
RP/YUL9B1100/
1 9B5379 Y 10SEP 4 LHROXQ SS1 TN 1142 1314 TRN E 2
OPERATED BY SUBSIDIARY/FRANCHISE
SEE RTSVC
```

PNR Booking

The image below is a PNR booked on the GDS by a travel agent or an airline ticketing officer (ATO).

```
RP/YUL9B1100/YUL9B1100 CR/RM 29MAY15/1344Z 6PXZZM
1 .SMITH/MR
2 9B5379 Y 10SEP 4 LHROXQ HK1 TN 1142 1314 E*
3 AP YUL +514 733 4962 - ACCESRAIL INC - A
4 TK OK29MAY/YUL9B1100
5 SSR OTHS 1A PAX MUST VISIT WWW.ACCESRAIL.COM/CHECKIN TO
CHECK IN
6 SSR OTHS 1A WITHIN 72 HOURS BEFORE TRAIN DEPARTURE
7 SSR OTHS 1A MAAS 9B /// INCLUDES TRANSPORT WITH HEATHROW
EXPRESS
8 FP *CHECK
```


Ticketing

When the trip purchase is completed, the travel agent or the airline ticketing officer issues an airline electronic ticket plated on the interlining airline. The passenger receives a document with his itinerary. The printout can either come from the airline, the GDS the travel agent or the Amadeus Itinerary Receipt (ITR).

Airlines will make sure that customers collect the information on the Special Service Request (SSR) from the Travel Agent at the time of booking.

Rail Check-in

As instructed during the booking process, the passenger can only check-in on www.accesrail.com/checkin within 72 hours of their travel date.

The passenger will enter his/her first and last name and one of the following information:

- Airline electronic ticket number (13 digit)
- Airline PNR locator

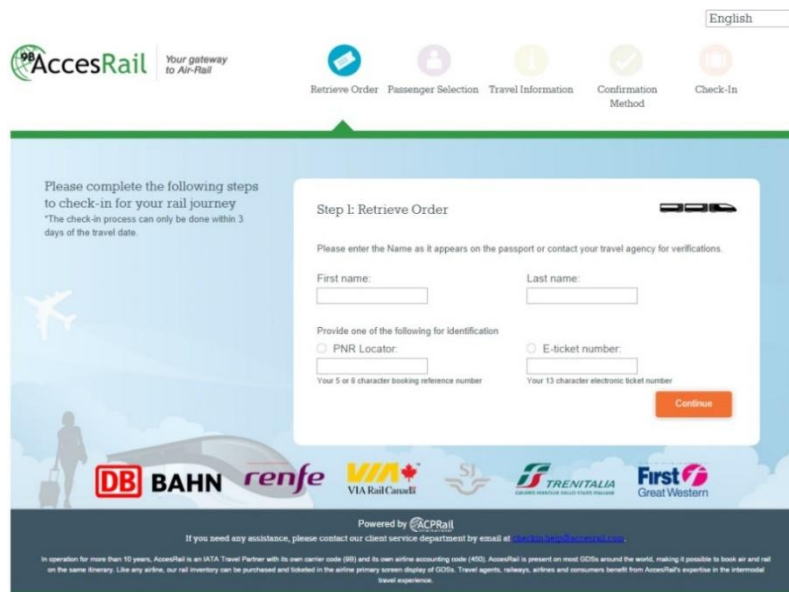
There is a limit of 9 passengers that can be checked-in in one transaction.

Additional information

GWR tickets are valid on any departure. The passenger should always check departure screens at Stations for the exact departure times and check platform numbers since they can be altered at short notice.

Train schedules can be verified at <https://www.gwr.com/your-journey/journey-information/train-times-and-routes>

AccesRail Check-in Site







The screenshot shows the AccesRail website interface for checking in. At the top, there is a navigation bar with the AccesRail logo and the tagline "Your gateway to Air-Rail". To the right of the logo is a language dropdown menu set to "English". Below the navigation bar is a horizontal menu with five icons and labels: "Retrieve Order", "Passenger Selection", "Travel Information", "Confirmation Method", and "Check-In". The main content area is titled "Step 1: Retrieve Order" and contains a form for entering passenger details. The form includes fields for "First name" and "Last name", and a section for "Provide one of the following for identification" with two options: "PNR Locator" (with a text input field) and "E-ticket number" (with a text input field). Below the form is a "Continue" button. At the bottom of the page, there is a footer with logos for various airlines and rail companies: DB, BAHN, renfe, VIA Rail Canada, ST, TRENITALIA, and First Great Western. The footer also includes text about the site's history and contact information.

Travel Documents

GWR travel documents

The issued travel documents include one Great Western Railways ticket and a Heathrow Express e-ticket if the passengers is arriving at Heathrow Airport. Passengers arriving at Gatwick Airport receive 2 Great Western Railways tickets. The GWR ticket contains information on connections between two train stations, as seen bellow. They can be printed at home once you've checked-in on the AccesRail website.

| | | | | | |
|--|--------------------------------------|---|----------------------------------|--|---|
|   | | First Great Western | | CUSTOMER REFERENCE YB2BS9 | |
| TRAVEL DOCUMENT | | | | | |
| DEPARTURE DATE/TIME 24/01/14 13:25 | | FROM Cardiff Central | | TO London Paddington | |
| ARRIVAL DATE/TIME 24/01/14 15:33 | | | | | |
| CLASS STANDARD | TICKET TYPE ADVANCE | ROUTING Via Cardiff Central | PASSENGER ADULT | STATUS Confirmed | VALIDITY ON DATE SHOWN |
| PRICE XXXXXX | | | | | |
| TRAVEL INFORMATION: Ticket valid on scheduled departures Always check departure screens at the Stations for the exact departure times and check platform numbers which can be altered at short notice. Due to ongoing engineering works, especially at weekends, always verify train schedules at http://www.firstgreatwestern.co.uk/Train-times-and-tickets/Train-times | | | | | |
| NATIONAL RAIL CONDITIONS OF CARRIAGE: <small>Travel is subject to National Rail Conditions of Carriage (NRCOC) and to the conditions of carriage of other operators on whose services this ticket is valid. Copies of the NRCOC can be obtained from any staffed national rail station or from website www.nationalrail.co.uk</small> | | | | | |
| SPECIFIC e-TICKET CONDITIONS: <small>This is your travel document which must be retained and available for inspection during your journey. This ticket must be clearly printed on plain, clean, white paper. Problems with printing will not be the responsibility of National Rail. This ticket is for the named passenger only and is not transferable or for resale. (For bookings of more than one passenger, the lead passenger details will be present and all passengers must travel together). This ticket is only valid for journeys specified against the unique ticket number and encoded in the bar code. Proof of ID as selected during the purchase process will need to be carried along with this ticket during your entire journey.</small> | | | | | |
| PASSENGER NAME DIEGO ACUNA | | DOCUMENTATION NUMBER 6182405159774 | | | |
|  | |  | | | |
| First Great Western | | email: fowfeedback@firstgroup.com Twitter: @FGW (staffed from 0700 - 2200 UK time) International call: + 44 8457 000 125 Local call: 08457 000 125 | | | |

Heathrow Express E-ticket

Passengers traveling between Heathrow Airport and London Paddington Station receive a Heathrow Express e-ticket and a page containing information on connections between airports and train stations.



| | | | |
|-------------|--------|------------------------|-------------|
| PNR Locator | YB2BS9 | Passenger Contact Name | DIEGO ACUNA |
|-------------|--------|------------------------|-------------|

| | | | |
|----------------------------------|--------------|---------------|--------------|
| Heathrow Express E-ticket | | Validity | Rail One-Way |
| Status | Confirmed | Fare Type | Advance |
| Passenger Type | ADULT | Service Class | Standard |
| Travel Date | Jan 24, 2014 | | |

This ticket is valid for a single trip in Express class on any Heathrow Express train and must be used within 48 hours of the travel date.
 Valid to/from airport terminals 1,2,3,4 or 5
 This ticket is non-refundable.
 Please show the barcode and a passport or ~~Flight confirmation~~ booking confirmation to the on-board staff when they ask for your ticket.
 Due to Network Rail engineering works for the Crossrail scheme, Heathrow Express may operate an amended service.
 Please check www.rail-fly.com for any planned service amendments before traveling.



DIEGO ACUNA

Railway Confirmation # 8E26D664



Heathrow Express
The smarter way

Transfer Connections to/from the Airport

Additionally, passengers receive information on transfer connections between the airport and the London Paddington train station.

How to commute between HEX terminals and London Paddington station:

During the check-in process on Accesrail.com PAX receives 2 tickets: one for First Great Western and one for Heathrow Express. Pax is entitled to travel with Heathrow Express between London Heathrow and London Paddington train station. **Pdf printed documents are required to board: HEX and FGW.**

From Heathrow Airport:

- If you're arriving at **Terminal 1** or **Terminal 3**, follow signs for Trains to reach Heathrow Central station. From there, take a Heathrow Express service to London Paddington – journey time is 15 minutes.
- In **Terminal 5** the station is at basement level and reached by lift or escalator. All trains call at Heathrow Central and then run non-stop to London Paddington – total journey time is 21 minutes.
- In **Terminal 4**, take the inter-terminal shuttle to Heathrow Central (departures every 15 minutes, travel time four minutes). From there, take a Heathrow Express service to London Paddington – journey time is 15 minutes.

From London Paddington:

Trains usually depart from Platforms 6 and 7 at London Paddington:

- If you're going to **Terminal 1** or **Terminal 3**, board any train and get off at Heathrow Central. Journey time is 15 minutes.
- For **Terminal 5**, get on the London-Heathrow train at Paddington and stay on board at Heathrow Central – all trains continue to Terminal 5, arriving six minutes later.
- For **Terminal 4**, change at Heathrow Central and catch the free transfer service. These connecting trains depart every 15 minutes and travel time is four minutes

Luggage Policy

Travelers bring their own luggage on the train and must be able to handle their own luggage without assistance, within the following:

- one item of hand luggage that must be capable of being held in their lap if required,
- plus up to 2 items of luggage each not exceeding 30 x 70 x 90 cm in size.

Contact information

For assistance, feel free to contact the AccesRail help desk.

AccesRail Help Desk

8375 Bougainville, Suite 100

Montreal, Quebec

H4P 2G5, Canada

Hours of operation

Mon to Fri: midnight to 5PM EST

Tel: +1.514.733.4962

Fax: +1.514.733.5541

Email: info@AccesRail.com

Check-in assistance

Checkin.help@AccesRail.com