

Derby Resignalling - Discounted fares and compensation

A joint message from Network Rail, East Midlands Trains and CrossCountry

Dear colleague,

As you will be aware, this Sunday (July 22nd) the largest and highest profile phase of the Derby Resignalling project gets underway.

Derby Resignalling is the biggest rail investment in Derby for decades and will replace and upgrade the current track and infrastructure to provide better journeys for the thousands of passengers who travel to, from and through Derby every day. It is part of the biggest upgrade of the Midland Main Line since it opened in 1870 to support better journeys between Sheffield, Derby and Nottingham.

Discounted fares and compensation available for customers affected by Derby Resignalling

We are pleased to confirm discounted fares and compensation will be available for customers affected by Derby Resignalling under a joint scheme between Network Rail, East Midlands Trains and CrossCountry.

The discount and compensation scheme is valid on specified routes and specified dates only and similar to the compensation scheme put in place for Nottingham Remodelling in 2013.

Details of the discounts and timetable are available on the Derby Resignalling website, derby2018.co.uk. A copy of the passenger leaflet is also attached to this email.

While the upgrade is carried out there are periods when customers wishing to travel to and from Derby will need to use the replacement bus service. During these times, East Midlands Trains and CrossCountry customers will be offered a 15% discount when their journey is only possible by using the replacement bus service. It applies to anytime, off-peak and weekly season tickets.

Where East Midlands trains is the primary train operator for that journey, passengers with season tickets valid for three months or more (including annual season tickets) will receive two weeks' worth of travel vouchers in compensation. For CrossCountry journeys customers will need to contact customer.relations@crosscountrytrains.co.uk to discuss their compensation

Passengers who usually purchase monthly season tickets are advised to purchase weekly tickets to receive the 15% discount on specified routes.

The discounted fare will be automatically applied wherever the customer purchases their ticket, regardless of whether it is online or in person.

Discounted fares and compensation are available on the following lines between the following dates:

Services between Derby and Crewe – 22nd July to 2nd September

- Valid for East Midlands Trains customers travelling between Derby (and Peartree) to/from all stations Tutbury & Hatton to Crewe
- A 15% discount will apply to passengers who purchase an Anytime, Off Peak or weekly season ticket
- Passengers who usually purchase monthly season tickets are advised to purchase weekly season tickets in order to benefit from the 15% discount.
- Passengers with season tickets valid for three months or more (including annual season tickets) will automatically receive two weeks' worth of travel vouchers in compensation via post. If you have not received anything by 22nd July, please contact getintouch@eastmidlandstrains.co.uk

Services between Nottingham, Derby and Birmingham – 22nd July to 2nd September

- Valid for CrossCountry customers travelling between Nottingham, Derby and Birmingham (including Beeston, Attenborough, Burton-on-Trent, Lichfield, Tamworth and Wilnecote)
- A 15% discount will apply to passengers who purchase an Anytime, Off Peak or weekly season ticket
- Passengers who usually purchase monthly season tickets are advised to purchase weekly season tickets in order to benefit from the 15% discount.
- Passengers with season tickets valid for three months or more (including annual season tickets) should contact CrossCountry to discuss compensation either by sending an email to customer.relations@crosscountrytrains.co.uk or by calling **03447 369 123**.

Services between Derby and Sheffield – 30th July to 2nd September

- Valid for East Midlands Trains customers travelling between Derby (and Belper) to/from Chesterfield, Dronfield and Sheffield
- A 15% discount will apply to passengers who purchase an Anytime, Off Peak or weekly season ticket
- Passengers who usually purchase monthly season tickets are advised to purchase weekly season tickets in order to benefit from the 15% discount.
- Passengers with season tickets valid for three months or more (including annual season tickets) will automatically receive two weeks' worth of travel vouchers in compensation via post. If you have not received anything by 22nd July, please contact getintouch@eastmidlandstrains.co.uk

Services between Derby and Matlock – 25th August to 7th October

- Valid for East Midlands Trains customers travelling between Derby and Matlock
- A 15% discount will apply to passengers who purchase an Anytime, Off Peak or weekly season ticket
- Passengers who usually purchase monthly season tickets are advised to purchase weekly season tickets in order to benefit from the 15% discount.
- Passengers with season tickets valid for three months or more (including annual season tickets) will automatically receive two weeks' worth of travel vouchers in

compensation via post. If you have not received anything by 22nd July, please contact getintouch@eastmidlandstrains.co.uk

Attachments

- Derby Resignalling Discounted Fares [Derby Resignalling Discounted Fares](#)

