

## Planning your journey

- **What do I need to get a mobile e-Ticket?**

You'll need to download the GWR mobile app (available from your app store). Then you can buy tickets from either the app, or GWR.com to save straight to your mobile device.

- **What journeys can I use a mobile ticket on?**

GWR, and other train companies, will be introducing mobile tickets throughout 2018. If one is available for your journey, you'll see the 'e-Ticket' option on the delivery page of your booking.

- **Are all ticket types available as mobile tickets?**

Most single and return ticket types, including Advance Single fares are available as mobile tickets. Season tickets aren't available as mobile tickets yet - but we'll keep you updated.

- **Where can I use a mobile e-Ticket?**

Our mobile e-Tickets are currently only available for journeys on the GWR network.

## Buying a ticket

- **Are mobile tickets cheaper than paper tickets?**

Over the next few years, mobile tickets will gradually replace paper tickets, so we have no plans to make them cheaper.

- **How do I buy a mobile ticket?**

You can buy from either the GWR app, or GWR.com. If a mobile ticket is available it will be shown as a delivery option. If you're buying a ticket on the go, make sure you've got a good mobile signal or are connected to Wi-Fi.

- **How is my ticket delivered?**

If you buy your ticket from the GWR app, and choose mobile tickets as the delivery option, your ticket will be delivered straight to your device.

If you buy a mobile ticket from GWR.com, you can choose the phone number you want it sent to. You'll need to make sure you've downloaded the GWR App, as that's where the ticket will be stored.

You can also see any tickets in the 'My Tickets' page of GWR.com.

- **Can I still get a Railcard discount with a mobile ticket?**

Yes, normal Railcard discounts will apply.

- **Can I still reserve a seat with a mobile ticket?**

Yes, if available, you can reserve your seat.

- **How quickly will my mobile ticket be delivered to me?**

Your mobile ticket will be delivered to your device as soon as you've paid for it.

- **Will I still get an email confirmation when buying a mobile ticket?**

Yes, you will still receive an email confirmation

## During your journey

- **What do I do at a station with gates?**  
Have your mobile device ready, with the barcode showing from the app. To enter or leave, place the screen against the scanner on the right-hand side of the gate.
- **Will all stations have scanners fitted to gates?**  
There is a national programme to update all gates. In most cases, mobile tickets will only be available for routes where scanners have been fitted. However, if a station doesn't have one, any member of staff will be able to check your ticket and let you through.
- **What do I do at a station without gates?**  
At stations without gates you won't need to show your ticket - unless asked to by a member of rail staff. Always have your device conveniently located in case we need to see your ticket.
- **What happens if my journey is disrupted?**  
[You can claim delay compensation here.](#)
- **What happens if I forget my phone, or the battery is dead?**  
If you can't show your mobile ticket, you will need to buy another ticket. So make sure you bring your mobile device and keep it charged. We provide power sockets on most of our trains.
- **What happens if I can't get signal on my phone?**  
Your mobile ticket is stored in the 'My Tickets' section of the GWR app. So you'll still be able to view it, even if there isn't a mobile signal available.
- **What happens if my ticket won't open a gate?**  
If your mobile ticket doesn't open the gate, please talk to a member of staff.
- **Where can I see the terms and conditions of my ticket?**  
General information about your ticket can be found by clicking the (i) icon.  
[You can view our full terms and conditions here.](#)
- **Where can I see itinerary and seat reservation details?**  
You can see itinerary and reservation details by clicking the (i) icon on your mobile ticket.
- **Can I print off my barcode as a back-up?**  
No, your mobile ticket is unique and, to protect you as a customer, we can't allow copies of it to be made.

## Making changes to your mobile ticket

- **How can I get a refund?**  
You can get a refund on your ticket through your [GWR.com online account](#).
- **How can I change the date, time, or route of my journey?**  
You'll need to visit one of our ticket offices, who will issue you with a paper update to your ticket.  
You can change the time, date or class of a Single Advance fare. There's a £10 charge for each ticket, plus any increase in the fare. If the new fare is less, you'll still need to pay the £10, and we don't pay the difference back. Advance Single fares can't be refunded, unless you were unable to travel because your train was delayed or cancelled.  
Super Off-Peak, Off Peak, and Anytime tickets can be changed for a charge of £10 each.
- **How do I see details of my ticket and the journey?**  
You'll still be able to see tickets that have been used in the 'My Tickets' section the GWR app, and your GWR online account.
- **Can I exchange the ticket for a paper ticket?**  
No, although if you're changing the date, time, or route of your journey, we will need to give you a paper update to your ticket.