

Petitioner submission of 18 January 2024

PE1930/L: Ensure customers are always given information on cheapest possible fare in new Scotrail contact

I would like to draw the Committee's attention to research carried out by the consumer group, Which?, that found that [train station ticket machines can charge more than double the price of booking online](#).

Although the research didn't include stations in Scotland, it does highlight the issue of digital exclusion if you rely on ticket machines for purchasing, and the need for advice to be available from ticket offices in Scotland to ensure customers are offered the best fares when the off-peak fares trial ends in the summer.