



## **AccesRail Product: London North Eastern Railway (LNER)**

ABOUT: .....	1
9B AND PROVIDER: .....	1
MAP OF 9B LNER SERVICES:.....	2
DESTINATIONS BY HUB: .....	3
MINIMUM CONNECTION TIME: .....	3
ELIGIBILITY: .....	4
SERVICES: .....	4
PETS: .....	5
LONDON NORTH EASTERN RAILWAY TRAINS: .....	5
CHECK-IN PROCESS:.....	6
HOW TO GET TO THE TRAIN: .....	7
LUGGAGE:.....	7
ON-BOARD MEALS:.....	7
MOBILITY ASSISTANCE: .....	8
DELAYS: .....	8
SSR MESSAGE: .....	8
FAQ: .....	8

### **About:**

London North Eastern Railway is a train company operating in Great Britain along the East Coast Mainline between London, the North East and Scotland. When travelling from London Kings Cross station to cities along the east coast of Great Britain passengers will experience a seamless and enjoyable journey from start to finish. AccesRail offers LNER services from London to Scotland.

### **9B and Provider:**

Train Range: 9B 6600–6799

Service is available as Rail-Air and Air-Rail.



**Map of 9B LNER Services:**





### Destinations by Hub:

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
London Heathrow	LHR*	Edinburgh	ZXE	5hrs 50min
London Heathrow	LHR*	Inverness	ZIV	9hrs 30min
London Heathrow	LHR*	York	QQY	3hrs 20min
London Heathrow	LHR*	Newcastle	NCL	4hrs 20min
London Heathrow	LHR*	Leeds	LBA	3hrs 45min
London Heathrow	LHR*	Aberdeen	ZXA	8hrs 40min

\*LHR connects to QQK (London Kings Cross Station) via the London Underground

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
London Gatwick	LGW**	Edinburgh	ZXE	5hrs 40min
London Gatwick	LGW**	Inverness	ZIV	9hrs 25min
London Gatwick	LGW**	York	QQY	3hrs 10min
London Gatwick	LGW**	Newcastle	NCL	4hrs 10min
London Gatwick	LGW**	Leeds	LBA	3hrs 35min
London Gatwick	LGW**	Aberdeen	ZXA	8hrs 30min

\*\*LGW connects to QQK (London Kings Cross Station) via the Thameslink

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
London City Airport	LCY***	Edinburgh	ZXE	5hrs 35min
London City Airport	LCY***	Inverness	ZIV	9hrs 20min
London City Airport	LCY***	York	QQY	3hrs
London City Airport	LCY***	Newcastle	NCL	4hrs 5min
London City Airport	LCY***	Leeds	LBA	3hrs 30min
London City Airport	LCY***	Aberdeen	ZXA	8hrs 20min

\*\*\*LCY connects to QQK (Kings Cross Station) via the London Underground and DLR

### Minimum Connection Time:

MCT is as per airline rules. Please allow enough time for passengers to go between the airplane and the train station. Connection time is included from airport to train station in GDS.



### **Eligibility:**

Infants 2 years of age and under ride free without a ticket if no seat is required. The infant must be accompanied on all services in the same compartment by an adult.

Child fare available for children under 16 years of age.

No group bookings allowed.

No applicable discounts for airline staff.

No unaccompanied minors permitted.

Refunds are according to Airline Tariff Rules.

### **Services:**

Passengers can travel in First class or Standard class. See table below for airline class mapping.

First class has complimentary food, drinks, and Wi-Fi, wider seats that recline for added comfort with generous legroom and larger tables to work at, and power sockets and USB charging points are at every seat. First class also has access to the First-class lounge at Edinburgh Waverley, Newcastle, Leeds, London King's Cross and York with complimentary refreshments.

Standard class has free Wi-Fi and access to power sockets located at the tables in the carriage. Food and drinks can be purchased from the Let's Eat Café Bar and the order can be brought to the passenger's seat.

<b>9B RBD</b>	<b>LNER Classes</b>
J	First Class
Y	Standard Class
C*	First Class
B*	Standard Class

\*These sections are only available to book at least 4 weeks in advance of departure.



**Pets:**

Up to two pets are allowed to be brought onto the train. If travelling with a pet, please call +03457 225 333 for further information. Passengers with assistance dogs please see Mobility Assistance section.

**London North Eastern Railway Trains:**



Figure 1: LNER Train Exterior



Figure 4: LNER Train Exterior



Figure 3: Standard Class Seats, LNER



Figure 4: First Class Seats, LNER



**Check-in Process:**

**Check-in is essential to ensure a smooth travel experience.**

Passengers must check-in to retrieve their actual travel documents. Check-in can be done beginning 72-hours prior to departure. Check-in is done on <https://check-in.accesrail.com/#/step1> (Figure 6) using the passenger’s name as it appears in the booking and either the booking reference or 13-digit ticket number. Train ticket example can be seen in Figure 5.

Passengers will receive a second ticket that can be used on the London Underground, Docklands Light Railway, or Thameslink depending on the airport that they arrive at/depart from (Figure 7 and Figure 8).

LNER seat reservations are included with the booking. Assigned seat will be indicated on the actual travel document. If passengers miss their scheduled train, they can [book a new seat reservation](#) through LNER or at the station.

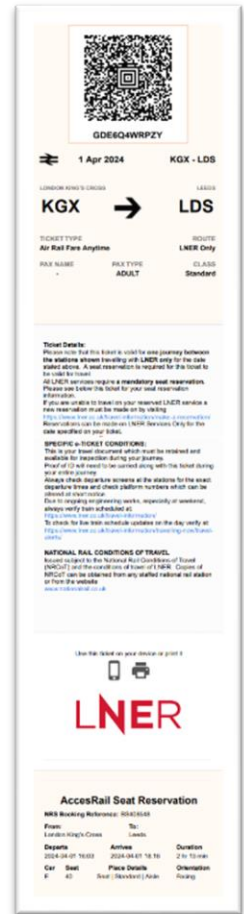


Figure 5: LNER Train Ticket Example

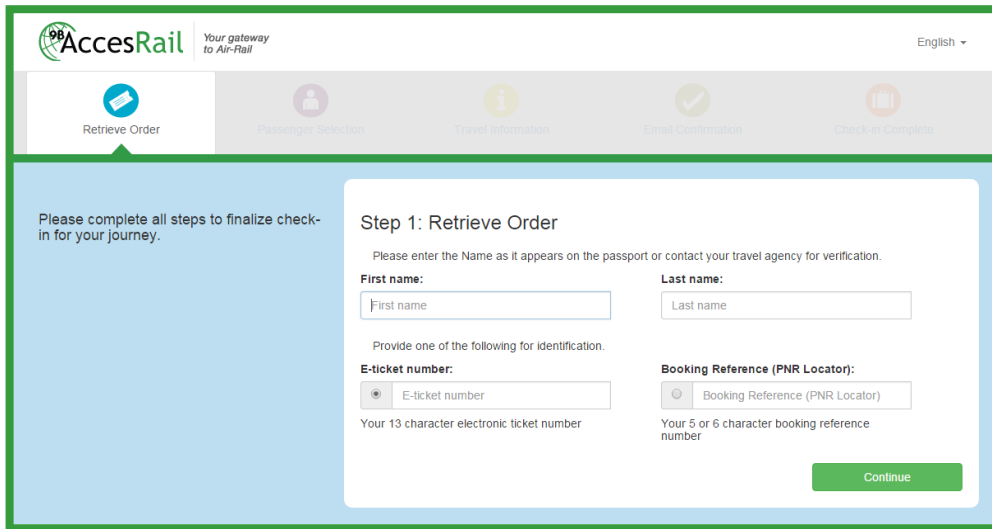


Figure 6: Check-in Page



### How to Get to the Train:

Passengers who arrive at/depart from Heathrow and London City Airport will receive a Transport for London voucher which can be used on the London Underground or the Docklands Light Railway (DLR) to travel between the airport and Kings Cross Station (Figure 7). Please see [interactive map of Heathrow Airport](#) for directions to the London Underground station.

Passengers who arrive at Gatwick Airport will receive a voucher for Thameslink trains that will allow them to travel between the airport and Kings Cross Station (Figure 8).

The Thameslink or London Transport voucher must be exchanged at any National Rail Station vending machine.

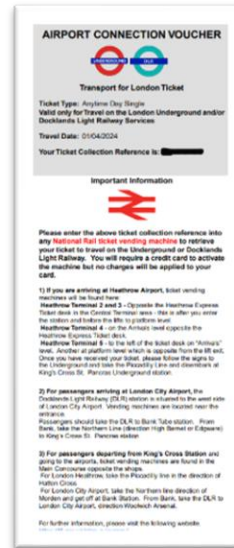


Figure 7: Tube or DLR Voucher



Figure 8: Thameslink Voucher

### Luggage:

LNER luggage rules apply. It is the passenger's responsibility to collect their checked bags from the airport and carry them to their respective train and vice-versa. Customer is responsible for their own baggage during the train journey.

### On-board Meals:

Passengers in Standard class have access to the Let's Eat Café Bar where they can order food and drinks. Passengers can even have their order brought to their seats.

Passengers in First Class receive a complimentary meal on their journey. There are three different menus that passengers can receive depending on the train that they are on.



### **Mobility Assistance:**

Mobility assistance must be pre-booked with LNER. Mobility assistance can be booked by calling +03457 225 225 anytime of day. For Text Relay service, passengers can use +18001 03457 225 225.

### **Delays:**

In case of train delays, passengers must contact the issuing airline carrier for assistance.

In case of flight delays, the train ticket will be accepted on the next available service, subject to availability.

### **SSR Message:**

Please note that the SSR message will contain check-in information.

### **FAQ:**

1. Is this a TRN or BUS service?  
This is a TRN (Train) service.
2. Can passengers upgrade their tickets?  
Passengers can request to upgrade their train ticket at the station before departure.  
It is at the discretion of the rail staff, fees may apply.
3. Are seat reservations included?  
Yes, seat reservations are included.
4. Do I have to check-in?  
Yes, passengers must check-in in order to receive their actual travel document which they will use to board the train.