

# How to buy train tickets online

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Buying train tickets online is easy and quick. You will see the same train tickets online as you would be offered if you went to the ticket office at a station. You can often print your train ticket out at home or at work, get them sent in the post to you, collect your tickets from the ticket machines at the station or even have your ticket delivered to your smartphone (where available).

Buying online reduces the time you will need to spend in the station because you don't need to queue up to buy your tickets from the ticket office. Plus if you set up an account online then you can often quickly and easily buy the same tickets for a regular journey and you may even receive a journey pack with all the information you need to make your journey as smooth as possible.

In this guide, we are using [CrossCountry trains](#) as our example of a train company website. All train ticket retailers sell the same fares (except for a few special promotions so do check the website of the train company with which you will be travelling).

*This post was written on behalf of CrossCountry with editorial supervision from Digital Unite.*

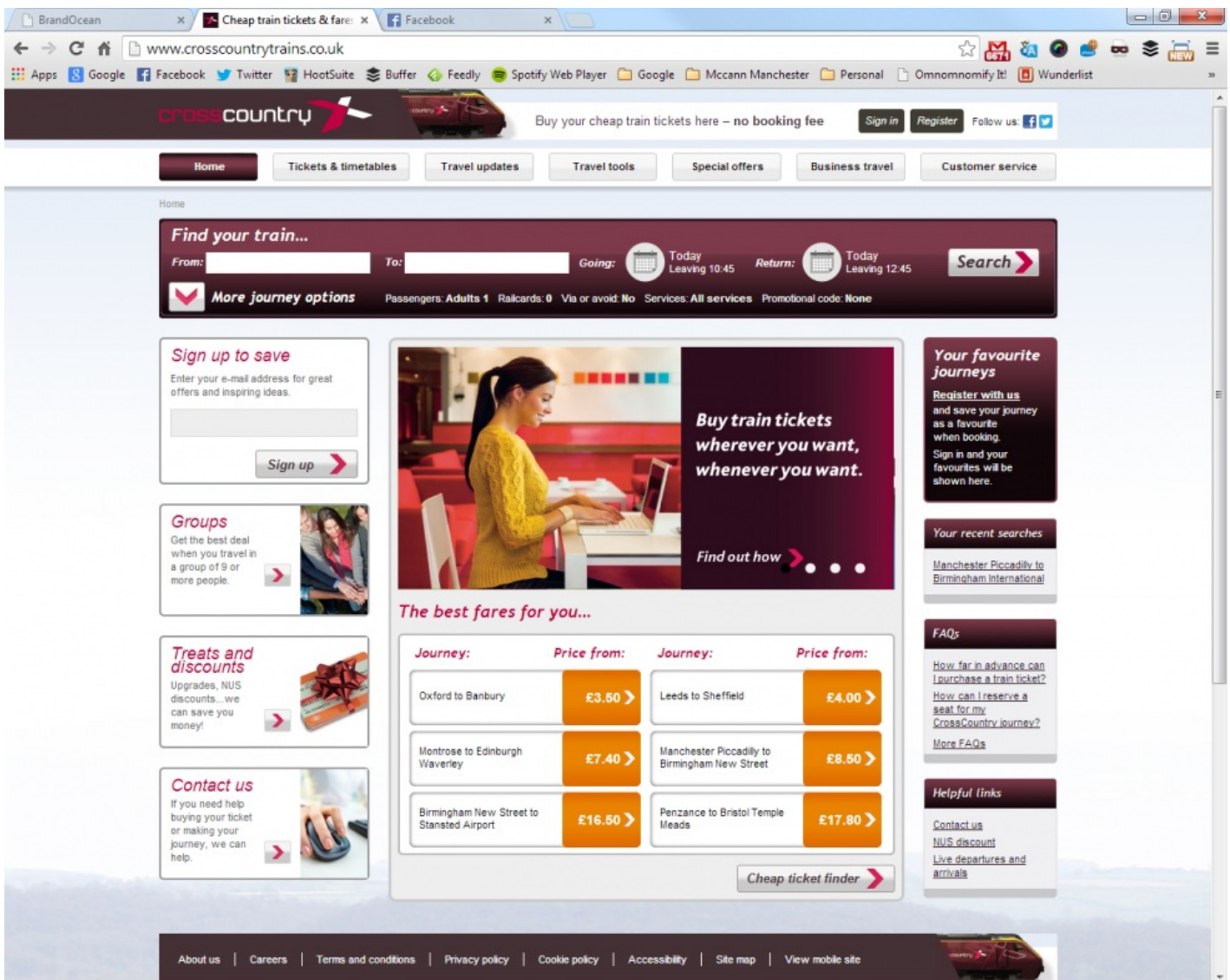
*This guide is based on a PC running Windows 7 and Internet Explorer 8, but the steps are similar for Mac users or if you're using a different browser.*

## You'll need:

- A computer, tablet or smartphone with an internet connection
- A debit or credit card for payment.

## Follow these step-by-step instructions to buy a train ticket online

**Step 1:** Go to the [CrossCountry trains website](#) (clicking this link will open the CrossCountry website in a new window).



**Step 2:** Near the top of the page there is a panel that is called 'Find your train...' where you can start to fill in the details of the journey you'd like to make.

Move your cursor to the 'From' box until it becomes a text pointer rather than an arrow, then click in the box. This will allow you to type the name of the station you want to travel from into the box. Do the same for the 'to' box.

As you type the station name you will see a list of possible stations appear below the box. You can either continue to type the station name in full or you can use the mouse to click on the station name for which you're looking.

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www.crosscountrytrains.co.uk

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**crosscountry** Buy your cheap train tickets here – no booking fee Sign in Register Follow us: f t

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Home

**Find your train...**

From: Birmingham New Street [BHM] To: **manch** Going: Today Leaving 10:45 Return: Today Leaving 12:45 Search

More journey options

MANCHESTER [All Stations]  
Manchester Airport [MIA]  
MANCHESTER CENTRAL ZONE [All Stations]  
Manchester Oxford Road [MCO]  
Manchester Piccadilly [MAN]  
Manchester Victoria [MCV]

**Sign up to save**  
Enter your e-mail address for great offers and inspiring ideas.  
Sign up

**Groups**  
Get the best deal when you travel in a group of 9 or more people.

**Treats and discounts**  
Upgrades, NUS discounts...we can save you money!

**Contact us**  
If you need help buying your ticket or making your journey, we can help.

**Buy train tickets wherever you want, whenever you want.**  
Find out how

**Your favourite journeys**  
Register with us and save your journey as a favourite when booking. Sign in and your favourites will be shown here.

**Your recent searches**  
Manchester Piccadilly to Birmingham International

**FAQs**  
How far in advance can I purchase a train ticket?  
How can I reserve a seat for my CrossCountry journey?  
More FAQs

**Helpful links**  
Contact us  
NUS discount  
Live departures and arrivals

**The best fares for you...**

Journey:	Price from:	Journey:	Price from:
Oxford to Banbury	£3.50	Leeds to Sheffield	£4.00
Montrose to Edinburgh Waverley	£7.40	Manchester Piccadilly to Birmingham New Street	£8.50
Birmingham New Street to Stansted Airport	£16.50	Penzance to Bristol Temple Meads	£17.80

Cheap ticket finder

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**Step 3:** Next to the 'to' box is the word 'Going' with a calendar icon. Right click on the icon and the calendar view will appear. Here you can select the date and time you'd like to travel and select 'One-way' if you don't need to see options for your return journey. You can do exactly the same for the return journey (if you're coming back) by clicking on the 'Return' calendar.

**Find your train...**

From:  To:  Going:  29/01/2014 Leaving 10:45

 **More journey options** Passengers: Adults 1 Railcards: 0 Via or avoid: No Services: All services

**Sign up to save**


Enter your e-mail address for great offers and inspiring ideas.

**Sign up** 

**Groups**


Get the best deal when you travel in a group of 9 or more people.





**Treats and discounts**

Upgrades, NUS discounts...we can save you money!





**The best fares for you..**

Journey:	Price	Journey:
Oxford to Banbury	12	Leeds to Sheffield
Montrose to Edinburgh Waverley	13	Manchester Piccadilly to Birmingham New Street

**Calendar**


Jan 2014


Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Leaving after:   **flexible**  **way**

**Step 4:** If you would like to buy tickets for more than one person, if you have a Railcard, or if you want to travel via or avoid a particular station on your journey, then you can make these selections by right clicking on the 'More journey options' arrow that sits underneath the 'From' box.

**Find your train...**

From:  To:  Going:  29/01/2014 Leaving 12:45 **Return**

 **More journey options** Passengers: Adults 1 Railcards: 0 Via or avoid: No Services: All services Promotional code:

**Passengers**

Adults (16 and older)

Children (age 5-15)  Under 5s travel free

**Via or avoid**

Is there a particular station you want to avoid or travel via?

☐ No ☐ Avoid ☐ Travel via

**Railcard**

Railcards must be carried on the journey with your tickets

None  [Add Railcard](#)

**Services**

All services

**Promotional code**

Once you have made all your selections you can right click the **Search** button on the right hand side of the Find your train panel.

**Step 5:** The results of your journey search are displayed in a matrix. Here you can hover your cursor over each journey and fare to see more information and select the journey and ticket you want to buy by right clicking your cursor in the radio button. You can also expand the options to show more fares although the cheapest fares are always displayed at the top to speed up your booking.



Return from Birmingham New Street to Manchester Piccadilly [change journey](#)

**Out**  
**Wednesday 29 Jan 2014**  
Birmingham New Street BHM to Manchester Piccadilly MAN

	Earlier		Later
Depart	BHM 12:57	BHM 13:01	BHM 13:31
Arrive	MAN 14:38	MAN 14:49	MAN 15:38
Duration	1h 41m	1h 48m	1h 28m
Changes	0	1	0

**Return**  
**Friday 31 Jan 2014**  
Manchester Piccadilly MAN to Birmingham New Street BHM

	Earlier		Later
Depart	MAN 18:27	MAN 18:30	MAN 19:07
Arrive	BHM 19:58	BHM 20:19	BHM 20:33
Duration	1h 31m	1h 49m	1h 26m
Changes	0	1	0

	Earlier		Later
Cheapest Standard Single	<b>£11.30</b>	Cheapest £4.60	Cheapest £11.30
Cheapest First Class Single	£28.00		

**ADVANCE SINGLE**

- Specified train only. No refunds.
- This ticket is only valid on CrossCountry services.

1 16-25 RAILCARD Adult @ £11.30      £11.30

**Total: £11.30**

[\[+\] View all single tickets](#)

**Journey summary**

Total for 1 Adult, 0 Child

**Select return option**

**Out:** 12:57 29 Jan 2014  
Birmingham New Street (BHM) to Manchester Piccadilly (MAN)  
0 changes

- Specified train only. No refunds.
- This ticket is only valid on CrossCountry services.

When you select a ticket, the details appear on the right hand side of the results matrix in a 'Journey Summary'. You can change your selection by right clicking another ticket or time journey in the matrix. When you have selected both the outward and return options (or just the outward if you're not coming back) then a 'Next' button will appear in the 'Journey Summary'. Select **Next** once you are happy with your choices.

**Step 6:** The next page allows you to select different 'Travel Options' like upgrading to First class (if available), choosing what type of seat you'd like, buying a PlusBus ticket and requesting assistance with your journey. Once you have made those selections where relevant, click the pink **Continue** button at the very bottom of the page.

**Step 7:** Now you will need to confirm how you want to receive your ticket. Different options will appear depending on what type of ticket you have selected and how long it is before you are travelling. If you are travelling tomorrow then the First Class post option won't appear, for example. Each option will have different questions for you to answer or fill in. Try selecting each radial button to see what appears below. If you select the 'Self-service ticket machine' option, for example, then you are asked to choose the station where you would like to collect your tickets from the machine and to provide an email address so that you can be sent information about retrieving your ticket.

## Select a Delivery Option

### Journey Details

Date	Depart	Arrive	Changes	Price
29/01/2014	13:01 Birmingham New Street	14:49 Manchester Piccadilly	1 <a href="#">Details</a>	£4.60
31/01/2014	18:27 Manchester Piccadilly	19:58 Birmingham New Street	0 <a href="#">Details</a>	£11.30

### Select below



#### ☒ Self-service ticket machine

You will need the payment card used and your collection reference.  
Tickets will be ready for collection 2 hour(s) after booking.

### Collecting from self-service machine

Available Stations:

Your confirmation details will be mailed to the following email address.

Email collection ref to:

Confirm Email

### Cost breakdown

Total cost	£15.90
<b>Total booking cost</b>	<b>£15.90</b>

[Continue](#)

If you select First class post then you are asked to fill in your name and address.

Once you have selected the option that's right for you, just right click the **Continue** button.

**Step 8:** The next 'Shopping basket' page confirms your journey details, how you are collecting your tickets and what type of tickets you are booking. If anything is incorrect then you can remove the journey from your basket and start again or use the 'back' button on your browser window to go back a step.

On this page you can also 'select your seat' if you've chosen a CrossCountry Advance ticket. Right click on the pink **select your seat** button next to the journey details. A new page will appear displaying a view of the train with the seat you have been allocated already highlighted pink with a pink dot in the centre. You can select an alternative seat by right clicking in another seat that is not greyed out. The greyed out seats have either been reserved by other passengers or are un-reservable. You can choose to sit in a different coach by selecting the lettered coaches at the top of the page. Once you are happy with your choice you should click on the **Confirm** button at the bottom of the page or **Cancel** if you don't want to change seats. You will be returned to the 'Shopping basket' page.

## Shopping basket

Items will remain in your basket for up to two hours.

[-] Journey: Birmingham New Street to Manchester Piccadilly £15.90

Outward - Wednesday 29th January 2014

Depart	Arrive	Seating	Travel by
13:01 Birmingham New Street	13:56 Crewe	Reserved - no seat allocated *	London Midland
14:11 Crewe	14:49 Manchester Piccadilly	Coach B, Seat 25 (Window)	Virgin Trains

Return - Friday 31st January 2014

Depart	Arrive	Seating	Travel by
18:27 Manchester Piccadilly	19:58 Birmingham New Street	Coach D, Seat 23A (Aisle)	Crosscountry

\* The passenger is free to sit in any unreserved seat for the class of travel specified on the ticket

Getting your tickets

Self-service ticket machine

Collect your ticket(s) from the ticket machine at Birmingham New Street.

Ticket details

Advance Single (OUTWARD) £4.60

1 Adult(s) 16-25 Railcard Fare @ £4.60

This ticket is only valid for travel on Virgin Trains West Coast services and connections  
Non-refundable ticket, only valid for the date, time and trains specified.

Advance Single (RETURN) £11.30

1 Adult(s) 16-25 Railcard Fare @ £11.30

This ticket is only valid on CrossCountry services.  
Non-refundable ticket, only valid for the date, time and trains specified.

16-25 RAILCARD : You must carry your railcard with you when you travel. Failure to do so will result in the full undiscounted fare being payable.

Journey price £15.90

**Step 9:** You will need to read the terms and conditions and National Rail Conditions of Carriage and click in the box to confirm you agree to these before buying.

If you want to receive information about CrossCountry offers and news then the box under the terms and conditions is automatically ticked. If you don't wish to hear from CrossCountry then un-tick that box just by clicking on it.

**Step 10:** You will be asked to pay for your train tickets on the next page by entering your card details and billing address.

**Step 11:** Your payment card type might require further verification. This is usually a password or code you have set up with the bank card previously. If you are at all unsure about the verification process then you can visit or call your bank to set this up. Some payment cards do not require this verification.

**Step 12:** Once your card details have been accepted then you'll receive a booking confirmation screen that summarises what tickets you have bought, which journey you are booked on, and the total booking cost. Here you can print the details, have the details texted to you and even save the journey as one of your favourites when you go on to create an account with CrossCountry. You will also receive an email confirmation of all the details including how you have selected to receive your tickets.

# Booking Confirmation

[Print](#)

Your payment was successful. Your booking confirmation will be emailed to A.TEST@TEST.CO.UK

**[~] Journey: Birmingham New Street to Manchester Piccadilly £15.90**

Getting your tickets: Self-service ticket machine

**Ref NCRH65X7**

Tickets will be ready for collection in 2 hour(s) time.  
Collect your ticket(s) from the ticket machine at Birmingham New Street.  
You will need the payment card used and your collection reference.

**Outward - Wednesday 29th January 2014**

[Text me these details](#) [Add to calendar](#)

Depart	Arrive	Seating	Travel by
13:01 Birmingham New Street	13:56 Crewe	Reserved - no seat allocated *	London Midland
14:11 Crewe	14:49 Manchester Piccadilly	Coach B, Seat 25 (Window)	Virgin Trains

**Return - Friday 31st January 2014**

[Text me these details](#) [Add to calendar](#)

Depart	Arrive	Seating	Travel by
18:27 Manchester Piccadilly	19:58 Birmingham New Street	Coach C, Seat 24A (Window View)	Crosscountry

\* The passenger is free to sit in any unreserved seat for the class of travel specified on the ticket

## Ticket details

**ADVANCE SINGLE (OUTWARD)** £4.60

1 Adult(s) 16-25 Railcard Fare @ £4.60

This ticket is only valid for travel on Virgin Trains West Coast services and connections  
Non-refundable ticket, only valid for the date, time and trains specified.

**ADVANCE SINGLE (RETURN)** £11.30

1 Adult(s) 16-25 Railcard Fare @ £11.30

This ticket is only valid on CrossCountry services.  
Non-refundable ticket, only valid for the date, time and trains specified.

16-25 RAILCARD : You must carry your railcard with you when you travel. Failure to do so will result in the full undiscounted fare being payable.

***Once you have your tickets you are ready to travel and you've saved time by buying now rather than queuing at the station - congratulations!***

***Updated June 2023***

## Next steps

[▶ How to use Google Maps](#)

[▶ Best ... travel websites](#)

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