

Buying a 'Duo' to Manchester from a ticket machine

Two people travelling together both ways can, on most routes including Buxton – Manchester, purchase a 'Duo' ticket. The second passenger travels at half-price provided their journeys start outside the Monday – Friday 'peak' period – before 09:30 and between 16:01 and 18:30 . The problems start when you try to obtain such a ticket from a Northern Trains machine, especially if your destination is Manchester.

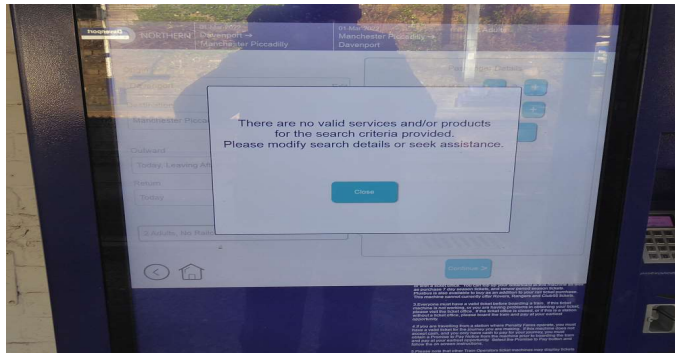
Having received reports by people unable to obtain a Duo from the machine, I contacted Northern Trains who gave me the secret:

1) On the first screen, on the list that first appears, choose 'Find other Tickets' and then select 'other destinations'.

2) Type in your destination and this will give you a choice of trains and offer you a Duo ticket.

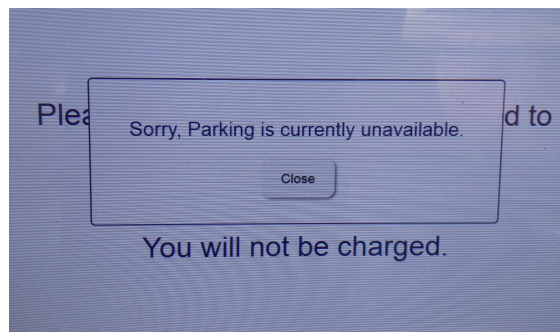
Easy enough once you are 'in the know', but there are pitfalls. When 'typing in' your destinations, you must select Manchester (Central Zone) not Manchester Piccadilly or Manchester Oxford Road.

If you do, you'll get this screen, and have to press the little house in the corner of the screen to start again.



While trying to work out what to do next I managed to bring up this Cryptic message:

On another try, the screen stopped responding and I had to wait for it to 'time out'.



But I made it eventually, as this screen shows. You have to select your train for both out and back journeys, although you don't have to travel on the train you pick provided you avoid the peak restriction and travel on the same day. Notice that it 'knows' about the peak period.

