



Our ref: ATISN 19365  
Date: 3 January 2024

Dear ,

### **ATISN 19365**

Thank you for your request which was received on 1 December 2023. You asked for the following information.

*The total sum of money, either through Welsh Government spending cards or via expenses reimbursed to employees, on Trainline booking fees between 1 December 2022 and 1 December 2023.*

I have reached the conclusion that it will cost more than the appropriate limit established in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 to consider your request. The appropriate limit specified for central government is £600. When calculating whether or not your request exceeds appropriate limit, I am allowed to consider the time it is likely to take to establish if we hold the information, locate the information, retrieve the information and extract it. If these tasks are estimated to take more than 24 hours of working time, the limit will have been exceeded.

We would be unable to identify if there are booking fees included with any transactions linked with Trainline – as each transaction would have to be reviewed on an individual basis, and even then, the detail available may not distinguish between the cost of a train ticket and a booking fee.

In order to locate, extract and retrieve any information held, anyone who has booked a train ticket would need to be contacted to ascertain if there was a booking fee associated with the cost. Furthermore, information of what train provider the tickets were booked with would not readily be available without further searches for information (and subsequent clarification).

Finally, reimbursement via Travel and Subsistence would not have a split of train fee and booking fee, so this would be an additional piece of information that would need to be confirmed by an individual member of staff.



The appropriate limit would therefore be exceeded. In light of the above, if you are able to provide further clarification on information sought, we can establish what may be held.

Please note any reformulated question will be treated as a new request for information.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit  
Welsh Government  
Cathays Park  
Cardiff  
CF10 3NQ  
or e-mail: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113  
Website: [www.ico.org.uk](http://www.ico.org.uk)

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely