



National Rail Enquiries

Usage Charging Document

Version 06-01

About this Document

National Rail Enquiries publishes a range of feeds that are openly available for use in the public domain. In most cases the feeds are free to use whether you (the licensee “You”) are a commercial entity, a public sector organisation or a small independent developer.

In some cases our feeds are subject to charges if they are used heavily. This document is the guide to our charging model for high volume use of our chargeable Darwin feeds specifically.

Usage Charging Summary

	Darwin Webservices	Darwin Push Feeds
Data Licence:	OGL Version 2.0 (NRE Variation)	OGL Version 2.0 (NRE Variation)
Free Usage	<5 million enquiries	N/A
Usage Period	Per 28 day railway period	N/A
Chargeable Usage	>5 Million Enquires	N/A
Cost Per Enquiry	0.042	N/A
Usage Cap	Applied as a default	N/A
Usage Cap Rate	5000 Enquires/Hr	N/A
Cap Removeable	Upon request (setup with RDG Finance dept required)	N/A
Support Provided	None	None
Service Availability	Not Guaranteed	Not Guaranteed

High Volume Usage

Some Darwin feeds are subject to charges based on usage volume. If your use of a chargeable feed generates high levels of traffic, the high-volume usage threshold may apply and additional charges could be incurred.

What is the high-volume usage threshold?

The high-volume usage threshold is the number of free enquiries a single user can make to Darwin feeds before usage charges may apply. The current threshold is set at 5 million enquiries per user, per 28-day railway reporting period.

How much do chargeable enquiries cost?

Enquiries made above the high-volume usage threshold are chargeable at a rate of 0.042 pence per enquiry.

Which feeds does the high-volume usage threshold apply to?

The high-volume usage threshold applies only to Darwin Webservice feeds, specifically:

Darwin Webservice (public version)

Darwin Webservice (staff version)

Push feeds, such as Darwin Push Port, are not subject to high-volume usage charges.

Who is subject to the high-volume usage threshold?

The threshold applies to all users of the Darwin Webservice feeds, with the exception of Train Operating Companies and public sector organisations.

Is usage measured per feed or per user?

Usage is measured on a per-user basis.

If you have been issued more than one token, your total usage across all tokens will be combined and measured against the high-volume usage threshold. If the combined usage exceeds the threshold, charges will apply.

Can multiple users access Darwin feeds through one set of credentials?

Each set of access credentials (whether token-based or username and password) is registered to a specific user.

If multiple clients share one set of credentials, all usage will be recorded against the registered user. The registered user will be responsible for any enquiries made above the high-volume usage threshold and any associated charges.

If you are unsure whether these charges apply to you, please contact nationalraildatafeeds@raildeliverygroup.com.

Usage Caps

Will a usage cap apply to the feeds?

All Darwin Webservice tokens are capped to a limited number of requests per hour by default. Push feeds are not subject to usage caps.

What is the usage cap for the Darwin Webservice?

Tokens are capped to a maximum of 5000 requests per hour (r/h). You will be unable to reach the chargeable threshold using a single capped token.

What happens if I hit the usage cap?

If You hit the usage cap Your access will be shut down for the rest of the day and will resume again at 2am the following morning.

Can I remove the usage cap?

You may request for the cap to be removed by contacting nationalraildatafeeds@raildeliverygroup.com. In order to have the cap removed. To enable chargeable usage, you will need to register with our finance department. Please note that this process can take a minimum of two weeks to complete.

Registration will be treated as acceptance of liability for any usage above the high-volume threshold. Usage caps will only be removed once your payment details have been registered with us, and cannot be lifted before this has been completed.

Maintenance & Support

We will use reasonable endeavours to maintain the quality of the feeds and to provide assistance where possible. However, as this is a free service with a high chargeable usage threshold, NRE is not able to offer any formal commitment to provide maintenance or support services.

Are the feeds reliable?

We will use reasonable endeavours to maintain the reliability of the feeds; however, we do not guarantee continuous availability. In normal circumstances the feeds are highly reliable, but there may occasionally be unavoidable system outages. If an outage occurs, we will aim to restore the service as quickly as possible, subject to available resources. Please note that we cannot guarantee that issues will always be resolved outside normal working hours.

Is the information of good quality?

The information provided through the feeds is the same data used across NRE and Train Operating Company customer channels, so it is in our interests to maintain a high level of quality. However, we cannot guarantee the completeness, accuracy, or quality of the information beyond our reasonable endeavours to do so.

Do I qualify for support if I pay for high-volume usage?

No. Payment for high-volume usage does not include any guarantee of maintenance or support. We will use reasonable endeavours to assist where possible, but no formal support service is provided, regardless of usage level.

Can I pay for support services or guaranteed availability?

We do not offer a standard support package, as we are not resourced to provide one. However, we are willing to consider requests on a case-by-case basis. Any agreement for support services or guaranteed levels of availability would require a separate commercial agreement with NRE. Please contact nationalraildatafeeds@raildeliverygroup.com for further information.

Calculating Usage

How will I be billed for excess usage?

If you exceed the High Volume Usage Threshold, an invoice will be raised for the additional usage. Invoices will be sent to the postal address provided when you registered for access to the feeds. Payment is required within 30 days of the invoice date. NRE reserves the right to suspend or terminate access to the feeds if payment is not received within this timeframe.

How is usage calculated?

Usage is calculated as the total number of enquiries made to the Darwin Webservice within a single railway period.

If you have been issued multiple tokens, your usage will be calculated as the combined total of all tokens registered to you.

What is an “enquiry”?

The Darwin Webservice operates as a request-and-response service, where each request to our servers is counted as a single enquiry.

An enquiry is any request submitted through the webservice for information from Darwin. The webservice retrieves the requested information from Darwin and returns it to the requesting application.

Examples of a single Darwin Webservice enquiry include:

An arrivals or departures request made through your web page, product, or application

A refresh of arrivals or departures information

A request for details about a specific train

Any other request made through the webservice to retrieve information from Darwin

How is Darwin Webservice usage recorded?

NRE generates usage reports for each Darwin Webservice token at the end of every railway period. These reports are used to calculate total usage. Any invoices raised for excess usage will be based on these NRE usage reports.

Do I have to pay VAT?

Yes. All invoices are subject to VAT in addition to the usage charge of 0.042 pence per enquiry.

What is a railway period?

A railway period is a four-week financial reporting period used within the rail industry. Usage is measured within these defined periods, and billing calculations are based on the total number of enquiries made during each railway period.

Below is a **table of estimated UK railway period dates for the 2026/27 industry year**

Period	Period Start Date	Period End Date
P1	01/04/2026	02-May-2026
P2	03/05/2026	30-May-2026

P3	31/05/2026	27-Jun-2026
P4	28/06/2026	25-Jul-2026
P5	26/07/2020	22-Aug-2026
P6	23/08/2026	19-Sep-2026
P7	20/09/2026	17-Oct-2026
P8	18/10/2026	14-Nov-2026
P9	15/11/2026	12-Dec-2026
P10	13/12/2026	09-Jan-2027
P11	10/01/2027	06-Feb-2027
P12	07/02/2027	06-Mar-2027
P13	07/03/2027	31-Mar-2027