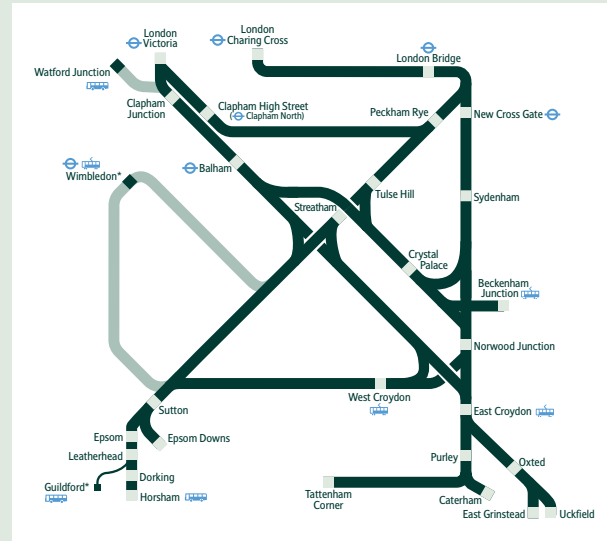
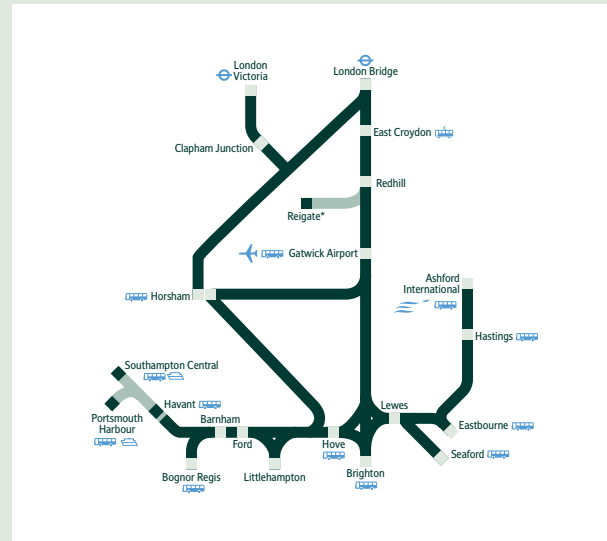


# Passengers' Charter service group

## south london



## sussex coast



For current train running information, telephone Travelcheck on: **08451 27 29 20\*** or visit our website: [www.southernrailway.com](http://www.southernrailway.com)

\* Calls may be recorded



## Passengers' Charter Improving Service

FROM MAY 2004



**SOUTHERN**

# contents

3	Introduction	9	What we do if things go wrong
4	Our standards of service	11	Independent bodies
5	Making your journey	11	National Rail Conditions of Carriage
6	Timetables	11	How to contact us
8	Passengers with special needs	BC	Passengers' Charter service groups

This is our **PASSENGERS' CHARTER**. It tells you about our **COMMITMENT** to you and the **STANDARDS** to which we work.

## We will provide

- safe, clean, punctual and reliable trains
- safe and clean stations
- clear and up-to-date information
- value for money
- information on how we are performing

## We will

- co-operate with other train operators towards providing a seamless passenger rail service
- work with other transport providers to provide an integrated service

We know that there will be times when there are delays and we have to cancel trains, or we may have to close stations for operational or security reasons. This Charter tells you what we will do for you if we do not deliver our commitment.

Copies of this Passengers' Charter are available at all Southern staffed stations and at other operators' stations that our services call at. You can also obtain a copy by contacting Customer Services or from our website. We review our Passengers' Charter annually and welcome any comments and suggestions you may have.

**Charles Horton**  
Managing Director  
Southern

## Our standards of SERVICE

### Train service performance

Agreed Passengers' Charter punctuality standards.  
Our standards of performance are:

	SUSSEX COAST	SOUTH LONDON
<b>Current standards</b>	87%	90%
<b>Current threshold for Season Ticket discount</b>	84%	87%

Punctuality figures refer to the punctuality of peak hour trains arriving within five minutes of their advertised arrival time. Peak hour trains are those on Mondays to Fridays arriving in London between 0700 and 0959, and departing from London between 1600 and 1859.

### Reliability

Agreed Passengers' Charter reliability standards.  
Our standards for reliability are:

	SUSSEX COAST	SOUTH LONDON
<b>Current standards</b>	99%	99%
<b>Current threshold for Season Ticket discount</b>	98%	98%

This refers to the number of trains we run versus those we plan to run. Major disruption caused by trespass, vandalism and terrorism will be excluded from the performance statistics. We will tell you when this occurs. If no effective\* train service is provided for at least 24 hours then a Season Ticket extension or refund is available. The period of disruption to our services will then be excluded from the performance statistics. Our performance statistics are independently audited each year and the findings published.

We publish train performance and Customer Comment statistics via displayed posters at all principal stations every four weeks. Additionally they are available from Customer Services.

### Displaying results

We publish our train service performance results every four weeks for the previous four weeks and year (13 four week periods) which will show you how punctual and reliable our trains have been during this period and as an average over the last 52 weeks. Details are available via posters on display at Southern staffed stations, through the Southern website, by phoning Southern Customer Services and asking at Southern staffed ticket offices.

### Queuing at ticket offices

The hours of opening at ticket offices (including details of Peak Times) are displayed at stations. Our aim is that you should never have to queue for more than five minutes to buy your ticket. Outside busy periods you should

\* If the number of punctual trains falls below 70% for Sussex Coast or South London.

not have to wait for more than three minutes. Many stations have self service ticket machines which accept cash, and which sell a range of tickets to main destinations.

### Obtaining a seat

To provide you with a flexible and convenient service, we allow you to board any Southern train if you have a valid ticket. This policy does mean that at times we cannot guarantee that everyone will have a seat. However, we do plan our services to try to ensure that no-one has to stand for more than 20 minutes.

### Customer comments

We will have regular satisfaction surveys carried out to keep us informed of what our passengers think of the services we are providing and will learn from the results of these.

## Making YOUR JOURNEY

### Planning your journey

For impartial and accurate up to date information on train times and fares enquiries, please contact National Rail Enquiries by:

**Tel: 08457 48 49 50** (24 hours, calls may be recorded, local rate applies)

**Textphone: 0845 60 50 600**

**www.nationalrail.co.uk**

For group travel bookings and general information on Southern customer services, please contact Southern by:

**Tel: 08451 27 29 20** (calls may be recorded)

**Fax: 08451 27 29 30**

**Minicom/textphone: 08451 27 29 40**

**www.southernrailway.com**

### Buying your ticket

The hours of opening at ticket offices are displayed at stations. You can buy tickets for any train operator at our staffed stations with cash, cheque, or major credit and debit cards. We provide impartial information on journey planning and ticket prices. Many stations have self-service ticket machines which accept cash and sell a range of tickets to main destinations. At our principal stations you can buy a wide range of domestic and international tickets over the counter.

Alternatively, tickets are available from: [www.thetrainline.com](http://www.thetrainline.com)

### Penalty fares

We operate a Penalty Fares scheme. This is aimed at reducing the number of passengers who travel without tickets where penalty fares operate. All passengers must buy tickets before they start their journey, to their destination and for the class of travel they want to use. If you do not do so, you may have to pay a Penalty Fare.

## TimeTABLES

Timetables are displayed at stations showing all train services from that station. Pocket Timetables are also available from all staffed stations free of charge. We are committed to provide information on any timetable changes four weeks in advance. We will also provide advance notice of planned engineering work.

If it becomes necessary to put in place emergency timetables, we will endeavour to give you as much notice as possible through National Rail Enquiries, our Website, Local Radio, on-station information and Teletext.

Large print timetables are available via Customer Services.

### Reservations

You cannot reserve seats on our trains, but ticket office staff will make reservations for you (if seats are available) for journeys with other train companies.

### Engineering works

At all times, Southern provides a commitment to keep disruption caused by engineering work to a minimum.

When Network Rail plan engineering work, we aim to tell you how this will affect your journey. It is our aim to provide detailed information at least five days before the work takes place, details are available via posters at stations, through the Southern website, by phoning National Rail Enquiries. Advice of major engineering work will be given earlier than five days.

Occasionally emergency engineering work has to be carried out at very short notice. In cases such as this, we will tell you through local radio stations, Teletext, National Rail Enquiries, posters on stations and the public address system on stations and on trains.

### Staff

We expect staff to be courteous, professional and to provide effective responses to customer needs. All our staff can be easily identified by their name badges.

### Catering

Some longer distance services have an at-seat trolley service. These services are advertised in our timetables. We will let you know before you board the train if, for any reason, we cannot provide this service.

### Smoking policy

Smoking is not allowed on any of our trains.

### Connections

Connections between trains cannot be guaranteed. The nature of the integrated operation of railway passenger services means that to delay one train to await customers from a late running train arriving at a station may cause significant disruption to many other customers when they make connections at other stations along the route. Every endeavour is made to minimise the total disruption and particular attention is given to services operating infrequently and the last train services each day. Unless a connection is shown by times printed in light type on a poster or in the pocket timetables, you should generally allow a minimum of five minutes between arrival and departure.

The exceptions to this rule in the Southern area are listed below:

STATION AND 'STANDARD' MINIMUM CONNECTIONAL	EXCEPTIONS (Showing the Train Operator and minimum connectional allowance applicable)
<b>ALLOWANCES (MINUTES)</b>	
Ashford International	ES 25
Barnham	SN 2
Brighton	SN 4
Clapham Junction	SN 5
Gatwick Airport	SET, TL, SN 5
Haywards Heath	VT 5
Leatherhead	SN 4
London Victoria	SET, SN 10
Redhill	SET, TL, SN 3
Southampton Central	SN, SW 4
Tulse Hill	TL 4
Wimbledon	SN, TL 5

#### KEY TO COMPANY NAMES:

SET - South Eastern Trains  
ES - Eurostar  
SN - Southern

SW- South West Trains  
TL - Thameslink  
VT - Virgin Trains

### Cycle policy

You may carry your bike free of charge on our trains, and without a reservation. However, we would ask that they are carried on our trains in a safe manner and secured where space is available.

We give priority to our passengers travelling in wheelchairs. If you store your bike in a space for wheelchairs on our new trains you may be asked to move to another part of the train. Bikes should always be carried in the guards van on the slam door trains.

At Southern, the high number of passengers means we do not allow bikes on our peak trains - that is, trains travelling towards London and Brighton and due to arrive between 0700 and 1000 and trains leaving London or Brighton between 1600 and 1900.

There are no restrictions on folding bikes at any time. In addition, all bikes can be carried without restrictions at weekends and Bank Holidays.

### How you can help

We are determined to improve the standard of cleanliness of your trains, stations and toilets. We will therefore do our utmost to keep these as clean as possible. You can help us by disposing of litter in the bins provided, or by taking it home. If the toilet on your train is dirty or has run out of water, please tell a member of the train crew. We will take remedial action as soon as we can.

To help us maintain the cleanliness of our seats, and provide a better environment for all customers, please do not put your feet on the seat opposite you, or smoke in any part of your train.

### Passengers with special needs

We are committed to making travel easier for customers with disabilities in accordance with our Disabled People's Protection Policy, available from any staffed train ticket office, or direct from our Customer Services office (at the address shown on page 11).

Our trains have space for wheelchair users. We aim to provide toilet facilities for our customers with disabilities on our new main line trains.

In order to enable us to plan for your journey, please give us 24 hours notice by phoning Southern on: **0845 123 7770**, or minicom/textphone: **08451 27 29 40**.

Wherever possible, we will make special car parking arrangements, provide portable ramps, and give assistance at departure, interchange and arrival stations.

National Rail Enquiries provides a textphone service on **0845 60 50 600**. This service is available 24 hours a day, seven days a week. Calls are charged at local rates and may be monitored.

## What we do if THINGS GO WRONG

### When services are delayed

Journeys can sometimes be disrupted. We will do all that we can to keep you informed. Trains and most stations have a public address system. All our staff are provided with pager or telephone links to enable them to stay in contact with the central control office. We also provide information on our website and through local radio stations and Teletext.

- We will make every effort to get you to your destination station or provide other transport arrangements
- We will provide free non-alcoholic drinks on trains with catering facilities while supplies last if you are delayed by more than half an hour
- Our staff on trains or at stations will help you plan the rest of your journey, when trains are seriously delayed
- We will provide a full refund if you decide not to travel as a result of delays to the train service, provided you return your ticket to any train company's ticket office within 28 days of your ticket's expiry date

### Compensation

If you hold a daily or weekly ticket and you are delayed by more than one hour we will give you compensation in either National Rail travel vouchers or cash equivalent to a minimum value of 50% of the cost of the journey you are making. If you are delayed by more than two hours we will give you compensation in either National Rail travel vouchers or cash equivalent to 100% of the cost of the journey you are making. You may claim from any Southern station ticket office or by contacting our Customer Services Team. Please retain your travel ticket and submit it with your claim.

### For season tickets valid for 1 month or longer

If you hold a Season Ticket of a month or longer validity, we will offer you a discount when you renew:

**5% discount** – If on average over the previous 12 months either punctuality has been more than 3% below the standard\* or reliability has been more than 1% below the standard.

**10% discounts** – If both punctuality and reliability were below these thresholds.

Your new ticket must be purchased within four weeks of expiry of the old one and must be for the same journey and for the same or a shorter period.

\* These standards are detailed on page 4.

### Travelcards

This Charter also applies to Travelcard Season Tickets purchased from a Southern station for travel on a route where a discount is due.

If you purchase Travelcards from other than Southern ticket offices, we will be happy to consider compensation claims providing you can reasonably demonstrate that you use Southern for all or part of your journey.

### Getting a refund

If the train you planned to catch is delayed or cancelled and you decide not to travel, if you return your ticket to any ticket office, a full refund will be given without delay. If your ticket was bought from a travel agent, the agent will arrange the refund for you.

If you decide not to use a ticket you have bought, you can apply for a refund at any ticket office within 28 days of issue. We will arrange your refund as soon as we can, but an administration fee will be charged. If your ticket was bought from a travel agent, the agent will arrange the refund for you.

### Making a complaint or a comment

We welcome your comments and suggestions about our services, which can be taken via the Southern website and by phone or fax on the numbers below or by writing to:

#### Southern Customer Services

Southern Ltd

PO Box 277

Tonbridge TN9 2ZP

Tel: 08451 27 29 20 (calls may be recorded)

Fax: 08451 27 29 30

Minicom/textphone: 08451 27 29 40

[www.southernrailway.com](http://www.southernrailway.com)

### Complaints handling

Our Customer Services Team aims to answer your comments within ten days. Where this is not possible, we will provide an acknowledgement, with a full reply as soon as possible. If a full reply cannot be made within twenty working days, you will be contacted again. Southern gives a commitment to pass on complaints to other operators where relevant and to inform the complainant that we have done so.

## Independent BODIES

### Your Local Rail Users Committee

If you are not satisfied with our response, you can write to your Rail Passengers' Committee. These are organisations set up to help passengers, but they will only consider issues that train companies have been approached about already. If you write to the committee, please enclose copies of all relevant correspondence:

#### In case of the services in the London area:

The Secretary

London Transport Users Committee

6 Middle Street

London EC1A 7JA

Tel: 020 7505 9000

(calls may be recorded)

Fax: 020 7505 9003

#### In case of the services in Southern England:

The Secretary

Rail Passengers' Committee for Southern England

3rd Floor, Centric House

390-391 The Strand

London WC2R 0LT

### National Rail Conditions of Carriage

When you buy a ticket from us it is covered by the National Rail Conditions of Carriage. These set out the general rights and restrictions, including refund rights, relating to tickets valid for use on the National Rail network, of which Southern is a part.

Our Passengers' Charter sets out our commitment to you. It does not affect any of your legal rights which are set out in the National Rail Conditions of Carriage. Copies of the National Rail Conditions of Carriage may be obtained from any staffed train ticket office, or direct from our Customer Services team (at the address shown below).

## How to CONTACT US

### Southern Customer Services

Our Customer Services team is available 24 hours a day every day except Christmas day for customer enquiries and ticket sales\*\*. Customer Services also deals with Group and Business travel bookings and enquiries.

We also welcome your comments and suggestions about our services which can be taken by phone or fax on the numbers below or by writing to:

### Southern Customer Services

PO Box 277

Tonbridge TN9 2ZP

Tel: 08451 27 29 20 (calls may be recorded)

Fax: 08451 27 29 30

Minicom/textphone: 08451 27 29 40

[www.southernrailway.com](http://www.southernrailway.com)

\*\* £1 fee and minimum transaction value of £40 applies