

# Passenger's Charter

April 2024



WE'RE WITH YOU

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## 1.0 Passenger's Charter

We've designed our Passenger's Charter to be simple and user-friendly. The key areas we cover are:

- Our commitments to you
- How to plan your journey
- Performance targets and where to find information on performance
- The standards you can expect from us
- How we will compensate you if things go wrong
- How to contact us with your suggestions or concerns

We review our Passenger's Charter annually. Any changes we make will be after consultation with:

- Transport Focus
- London TravelWatch
- Our passengers
- Our staff

We submit the revisions to the Department for Transport (DfT) for their agreement.

Copies of our Passenger's Charter can be found at our staffed stations or from Customer Relations or downloaded from our websites. The Passenger's Charter is available in large print and braille on request.

## 2.0 National Rail Conditions of Travel

Our Passenger's Charter does not affect your legal rights – they are set out in the National Rail Conditions of Travel. You can ask for a copy at any staffed station or download it from one of our websites or from <https://www.nationalrail.co.uk/National%20Rail%20Conditions%20of%20Travel.pdf>. This is a useful document that we reference a number of times in our Passengers Charter.

## 3.0 Our commitments to you

As we prepare for the future, GTR is committed to the development of a **“One Railway Our Railway”** approach providing an excellent customer experience through focus on brilliant basics and closer collaboration with stakeholders and industry partners providing an end-to-end journey experience that is inclusive of all and meets the travel demands of tomorrow.

We will work proactively with the Department for Transport, stakeholders and industry partners to reshape the rail industry delivering the benefits of Great British Railways.

## 4.0 Information to help you plan your journey

We want you to be able to make an informed choice about how and when to travel so we provide comprehensive information about our train services, station facilities and promotions. You can find this information using the options below:

### 4.1 Our websites and other online sources

On our websites you can find up-to-the-minute train running information as well as detailed information on our policies, services and achievements.

Visit [www.tfl.gov.uk](http://www.tfl.gov.uk) to find out about travelling by public transport in London on tubes, buses, Docklands Light Railway and London Overground services. Visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk) to find out about rail journeys across the UK.

## 4.2 Our apps

Our apps are interactive and can help you plan your journey. You can download them free from the App Store or Google Play.

## 4.3 Travel alerts

Get up-to-the-minute information on how our trains are running by signing up to National Rail travel alerts. Find out more at [www.nationalrail.co.uk](http://www.nationalrail.co.uk) or by visiting our website.

## 4.4 Twitter

Follow us on Twitter for up-to-the-minute information on our services on @GatwickExpress, @GNRailUK, @SouthernRailUK or @TLRailUK. You can ask questions and make suggestions. The account is monitored 24 hours a day, seven days a week (except Christmas Day and Boxing Day).

## 4.5 Leaflets, timetables and general information

A wide range of information about our products and services are available at staffed ticket offices or via Customer Relations, our timetables are available online and you can also sign up to receive our helpful marketing emails.

## 4.6 Up-to-the-minute information on our trains and stations

All our stations have real-time customer information systems that give up-to-date, information about departures and arrivals with details of any delays or disruption. Our stations have help points and/or staff who can help with enquiries. If there is disruption, advisory announcements will be made and information boards updated.

Some of our trains have automatic audio and visual information systems. The information provided depends on the type of train. The minimum information we provide is:

- The train destination and main station stops
- The name of the next station as the train approaches
- The name of the station when the train arrives

Some of our older trains don't have an automatic passenger information system so our drivers will make audio announcements. They are trained to take the needs of visually impaired, deaf or hearing impaired people into account. Drivers will make announcements, where possible, if there is a delay or disruption.

## 4.7 Other sources of information

Information on other forms of public transport including the Underground, bus, coach, tram or ferry services is available from:

Traveline	<a href="http://www.traveline.org.uk">www.traveline.org.uk</a>	0871 200 2233
Transport for London	<a href="http://www.tfl.gov.uk">www.tfl.gov.uk</a>	020 7222 1234

## **5.0 Ticket advice and information**

We are committed to providing accurate and impartial ticket retailing. The document the 'National Rail Conditions of Travel' sets out the legal contract when you buy a ticket and travel by train.

There are a range of ticket types available according to the time of travel and the level of flexibility you need. Visit our website for full information or speak to any of our station staff.

### **5.1 Ticket offices**

Our dedicated staff will provide you with ticketing options that most suit your needs.

You can pay with cash, credit or debit card and rail travel vouchers. A list of accepted cards is displayed at each ticket office window. We display ticket-office opening hours, and the definition of peak and off-peak times at each station along with alternative ways of buying tickets, such as from self-service ticket machines.

### **5.2 Queuing times**

Please leave enough time to buy your ticket. If you want to renew a season ticket or make a reservation on another train operator's services, it may be better to avoid the busy morning and evening rush hours.

Our aim is that you shouldn't have to wait for more than five minutes before being served during busy peak periods, and no more than three minutes during other times.

We carry out regular checks as part of our service quality audits to make sure we meet these standards and sort out any problems we identify.

### **5.3 Ticket machines**

Our ticket machines provide a quick way of buying or collecting a wide range of tickets. The methods of payment you can use vary as not all take both cash and cards. Speak to station staff if you need any help or assistance using a ticket machine.

### **5.4 On our website or app**

You can buy the full range of Anytime, Off-Peak and Advance tickets on our website or app and season tickets on our website for Thameslink, Great Northern, Southern and Gatwick Express routes (not for routes outside our network).

You can collect your tickets from self-service ticket machines at stations or we can post them to you.

### **5.5 The Key Smartcard**

The Key Smartcard is an easier and faster way to buy, renew and use train tickets. You can buy tickets on our Key Smartcard at our ticket offices, online or ticket machines and you can find more information on our websites showing the routes where the Key Smartcard is valid.

When you switch to The Key Smartcard, we can automatically send you an alert if you have been delayed and may be due Delay Repay compensation- we'll even create a claim for you, you'll find more information in the Delay repay section. If you add a product called KeyGo to the Key Smartcard, we'll give you the best walk-up fares available on any pay as you go travel where available. And it's easy to replace lost or stolen tickets this way - we can cancel your card and issue another one. Please visit our website for full details on which routes the Key Smartcard is available.

### **5.6 Oyster Pay As You Go / Contactless**

Within the Oyster area, you can pay for your journey on our services in London fare zones 1 - 6 with Oyster Pay-As-You-Go (PAYG) and Contactless. There are some additional stations

outside of these zones where you can also use Oyster or Contactless, full details are available at [www.tfl.gov.uk/fares/find-fares/national-rail-fares-beyond-zone-9?intcmp=54712](http://www.tfl.gov.uk/fares/find-fares/national-rail-fares-beyond-zone-9?intcmp=54712).

You can top up your PAYG at self-service ticket machines in London or other PAYG outlets. Oyster validators are at every station in the Oyster area. If you have enough PAYG credit on your Oyster Card to touch in at the beginning of your journey and out at the end, you will be charged the correct fare.

You can use contactless payment on most public transport within London. Use it to touch in and out and you will be charged the correct PAYG fare. It will be deducted from your contactless payment card account.

For queries about Oyster or contactless payment visit [www.tfl.gov.uk](http://www.tfl.gov.uk) or call 0343 222 1234.

## 5.7 Children

Up to two children under five can travel with you free of charge if you have a valid ticket. Children under 16 are entitled to discounts on most tickets.

## 5.8 Group Travel

If you are travelling in a group of between three and nine people or a combination, you could qualify for a Group Save discount of up to 34% during Off Peak times. Our website outlines where and when you can travel. You can book in advance or just turn up at the station.

## 6.0 Accessibility and disabled passengers

We are committed to making our services and facilities as accessible as possible and our friendly and knowledgeable Assisted Travel team can answer your questions.

Our commitments to improving accessibility across our network include:

- Improving access, free Blue Badge parking and interchange with other forms of transport
- Providing alternative transport including taxis
- Improving customer service by training our staff in disability and equality awareness
- Regular online surveys of passengers who have used our Assisted Travel Service
- Enhanced information – more information about the accessibility of every GTR station on the National Rail Enquiries web site and our own websites

## 6.1 Assisted Travel Service

Our Assisted Travel service is available for passengers with specific assistance needs. We use the National Rail booking system - Passenger Assist, and our team can book your entire train journey even if you change onto another operator's trains, and where possible, give assistance tailored to your needs.

The majority of passengers travel on our network without booking assistance. If you want to book assistance our call centre can help you plan your journey. Bookings can be made up to three months before you travel.

We recommend assistance is booked at least two hours in advance of travelling so we can make sure we have staff available to help you. You can contact us at any time of the day. If your journey involves another train company, we may need to confirm part of your journey with them. This might depend on their contact centre opening hours. If this is the case, we will discuss options with you.

You can contact the team for general advice or to book assistance every day except Christmas Day or alternatively by completing our on-line booking form or use the bespoke App.

### Thameslink / Great Northern

Tel:0800 058 2844 Textphone:0800 138 1018

[www.thameslinkrailway.com/assistedtravel](http://www.thameslinkrailway.com/assistedtravel)

[www.greatnorthernrail.com/assistedtravel](http://www.greatnorthernrail.com/assistedtravel)

### **Southern / Gatwick Express**

Tel:0800 138 1016 Textphone:0800 138 1018

[www.southernrailway.com/travel-information/travel-help/assisted-travel](http://www.southernrailway.com/travel-information/travel-help/assisted-travel)

[www.gatwickexpress.com/travel-information/travel-help/assisted-travel](http://www.gatwickexpress.com/travel-information/travel-help/assisted-travel)

If you have impaired hearing the Textphone service run by National Rail Enquiries is available to ask about train times and fares. The number is 0345 60 50 600 available 24 hours every day except Christmas Day.

If we fail to provide the assistance you booked through our Assisted Travel service let us know as soon as possible and we will investigate why this happened and arrange a refund of your ticket.

## **6.2 Accessible Travel Policy**

Our leaflet 'Making Rail Accessible: Helping Older and Disabled Passengers' has more information and is available from all staffed stations, on our website or on request from our Assisted Travel team. It includes details about discounted tickets, accessibility at stations and on trains and what to expect if your service is delayed or cancelled.

## **7.0 We want your feedback**

Your views are important to us and by listening to your feedback; we can measure how we're doing. There are a variety of ways you can give feedback:

- Join our Online Passenger Panel team to take part in polls and surveys
- Through our Customer Cabinet groups who meet regularly with senior staff
- Contact Customer Relations – details at the end of this document
- Access Advisory Panel
- Consultation on major or local changes

Please report safety or security worries immediately to staff or text the British Transport Police on **61016**

Our organisation also has a Customer Experience Strategy Group made up of the senior management team. This group actively considers customer feedback and oversee action plans built on driving improvement.

We also work closely with Transport Focus and London TravelWatch, who are passenger watchdogs, carry out customer research, conduct surveys with passengers and consult with rail user groups across the network to obtain rich and diverse feedback.

### **7.1. The Customer Cabinets and Passenger Panels**

Our Customer Cabinets and Passenger Panels comprise a broad cross section of our passengers. They work with us to improve the customer experience on our network, sharing their journey experiences, observations and recommendations.

They work independently but have regular contact with our staff and senior management team and provide input, insight and data to help improve our service.



## 7.2 Access Advisory Panel

The Access Advisory Panel began in July 2016. The Panel was brought together to represent the needs of all our passengers, including:

- Passengers with visual/hearing impairments
- Passengers with young children
- Elderly passengers requiring assistance when travelling
- Passengers with non-visible disabilities
- Passengers with physical disabilities

## 8.0 Train Performance

We work closely with the Network Rail team, who manage the railway infrastructure, to deliver a punctual railway. We have a joint performance improvement plan in place, the initiatives in our plan include:

- Infrastructure upgrades
- Improving information
- New maintenance regimes
- Initiatives to reduce and minimise the impact of incidents
- Training and development of our teams
- Focus on delivering an On-Time railway

### Industry performance targets

'Public Performance Measure' or PPM is a standard method of measuring performance in the rail industry. This records trains arriving at the final destination within five minutes of their scheduled arrival time.

In April 2019 a new metric known as 'On Time' was introduced, this measures train punctuality to the minute at each stop along its journey. This gives passengers more detail about their specific journey.

We will publish our targets, and how we are performing against them on our websites.

## 9.0 Ticketless Travel and Reducing fare evasion

It is estimated that fare evasion costs the rail industry over £240 million a year. We work alongside other train companies, Transport for London and the British Transport Police to reduce ticketless travel. An independent third party also measures our ticketless travel performance by carrying out on board surveys and then shares our results with the Department for Transport.

There are unannounced ticket checks from time to time at our stations and on trains. Our staff may be in plain clothes or uniform.

In addition, we have installed automatic ticket gates across the network to help reduce fare evasion and keep stations safer. If you need to retain your ticket after your journey, please show it to a member of gateline staff. They will open a gate for you.

It is your responsibility to purchase a valid ticket, and this must be done before you board our trains – there are very few reasons why buying a ticket before travel was not possible- at stations we have ticket machines, ticket offices, a small number of 'permit to travel' machines and online purchasing available

where tickets can be bought. If you do not have a valid ticket or a valid ticket for the class of accommodation you are travelling in, you may be issued with a penalty fare or even be prosecuted, resulting in a criminal record, more information below.

## **9.1 Penalty fares**

We operate a penalty fare system. When travelling with us you must have a valid ticket or validated Contactless / Oyster Card or flexi season ticket for your entire journey covering the class of travel you are using. If your ticket has a railcard discount applied, you must have the valid railcard you used to buy the ticket with you. If you have a digital product, it is your responsibility to ensure it is accessible for checking on your device.

If you travel without a valid ticket from a station where ticket facilities are available, the full range of tickets won't be available to you on the train or at your destination station. You may also be charged a penalty fare – more information on what you might be charged can be found on our website. In certain circumstances, we may consider taking legal action. If you receive a penalty fare, you'll be given instructions on how to appeal if you choose to.

If, for any reason, all ticket selling facilities are unavailable at a station, or a member of staff gives you permission to do so, you may board the train without a ticket and won't be charged a penalty fare. Our staff on the train will know about the problem and will sell you the most appropriate ticket from the full range available for your journey with a railcard discount if applicable.

If you don't see a member of staff on the train, you **must** buy a ticket from the station where you get off. The full range of tickets will be available, with railcard discount if applicable, and you won't be charged a penalty fare. If your journey involves an interchange, please buy a ticket at your earliest opportunity.

You can find full details of our penalty fare policy on our website.

## **10.0 Our standards - Customer satisfaction**

We operate a 'service quality regime', administered by an independent third party, to measure various factors impacting the customer experience. This includes mystery shopping and looks at the upkeep and repairs at our stations and on board our trains. We will continue to report our performance against this regime on our website.

## **10.1 Stations – what you can expect**

We aim to provide safe, comfortable and attractive stations, which are clean and well maintained with trained, helpful staff.

Our stations are well lit, and at main stations and car parks, we conduct regular security checks. We work closely with the British Transport Police to combat crime and anti-social behaviour on the railway.

## **10.2 Car parking**

There are car parking facilities at many of our stations. More information about stations with car parks including the number of spaces and prices can be found on our websites. All of our car parks have Park Mark accreditation.

## **10.3 Staff**

You'll find staff at most of our stations as well as being able to access Help Points to speak to a staff member. Our website and printed notices at the station indicate the staffed times. They can help you with any aspect of your journey and they will:

- Be courteous, helpful and willing to deal with your problems

- Be smartly dressed, easily recognisable and wear name badges
- Assist during service disruption

## 11.0 On train - what to expect

### 11.1 Finding a seat

Your rail ticket does not automatically entitle you to a seat, and at busy times you may have to stand. Our aim is that nobody should stand for more than 20 minutes, even during our busiest times. We regularly monitor the number of people on each train using automatic passenger load detection equipment or manual counts. We use the information to help plan future services. You can find more information about passenger loadings on our websites that will help identify less busy trains.

Advance tickets require a reservation ticket to identify which train they are valid on. The reservation ticket entitles you to board a train but does not guarantee you a specific seat.

### 11.2 Priority seating, wheelchair spaces and Baby On Board scheme

There are designated seats for disabled passengers, expectant mothers, older passengers and those with mobility issues on our trains. Our 'Priority Seat card' allows you to demonstrate your need to sit in one of these seats.

Full details on applying for a 'Priority Seat card' are available on our website or by calling Assisted Travel. We also operate a Baby on Board scheme- apply for your free badge online.

All our trains can accommodate wheelchairs. The locations of wheelchair spaces are indicated by signs on the outside of the train doors. For safety reasons, we have some restrictions on the size and weight of wheelchairs and mobility scooters we can carry. Larger wheelchairs or mobility scooters may not fit safely onto our ramps or into the accessible spaces on our trains. The maximum limits are: width of 700mm, length, including footplates of 1200mm and weight, including your weight, of 300kg. Full information is available on our website.

### 11.3 First Class

There are First Class seats on the following Great Northern, Southern, Gatwick Express and Thameslink routes, but not necessarily to all intermediate stations:

- Brighton to Bedford
- London to Cambridge and King's Lynn
- London to Peterborough
- London to Gatwick, Brighton, Portsmouth Harbour, Southampton Central, Ore, Littlehampton, Bognor Regis, Uckfield and East Grinstead.

### 11.4 Taking bikes on our trains

We welcome passengers with bikes when there is enough space for them to be carried safely. You can bring compact folding bikes at any time, but they **must** be fully folded before boarding and remain folded throughout the journey. There are separate rules for transporting e-scooters and electric assist pedal cycles, more information is available online.

We can't accommodate non-folding bikes on our busy morning and evening peak services between Monday and Friday. We provide secure bike storage facilities at most of our stations. More comprehensive details of our cycle policy are available on our websites.

#### Further restrictions

In addition, we cannot carry non-folding bikes on:

- Any train at any time if your bike may cause an obstruction
- When a member of staff asks you to remove your bike
- Replacement bus services, unless otherwise stated

Bikes should not be locked to any part of the train or left unattended. Please don't leave your bike in the designated wheelchair spaces on board our trains even if they are not occupied by a wheelchair user. Space for bikes on board our trains is limited due to the high number of passengers we carry. Failure to follow the restrictions is a breach of Railway Byelaws which can result in legal action. You can download a copy of the byelaws from [www.gov.uk/government/publications/railway-byelaws](http://www.gov.uk/government/publications/railway-byelaws)

## 11.5 Luggage

The National Rail Conditions of Travel provide further information about the luggage train operators accept on their services. Our staff can help disabled passengers with their luggage but can't carry heavy items or lots of bags. Please refer to our Accessible Travel Policy for further information.

## 11.6 Pets

Some pets can travel with us but please don't allow them on seats and use appropriate restraints and containers. We are happy to transport assistance dogs.

The National Rail Conditions of Travel at [www.nationalrail.co.uk/National%20Rail%20Conditions%20of%20Travel.pdf](http://www.nationalrail.co.uk/National%20Rail%20Conditions%20of%20Travel.pdf) has more information about travelling with luggage and pets.

## 11.7 Smoking

We have a strict no-smoking policy on all our stations and trains. This includes the use of electronic cigarettes and vaping devices.

## 11.8 Changing between trains

In the interests of customers already on a connecting train, onward services are not normally held for late-running connections. However, we give special consideration to services that operate infrequently or are the last connecting service of the day.

Our timetable says how long you should allow for changing trains at each station. This is typically five minutes but is longer at some stations and you may prefer to build a longer connection time into your journey. You can find further details on connection times at [www.nationalrail.co.uk](http://www.nationalrail.co.uk). Sometimes there may be a short notice platform change but we'll aim to provide as much notice as possible.

## 11.9 Travelling to airports

We recommend you plan to arrive at the airport in good time for your flight. You should plan to arrive at the airport itself at least two and a half hours before the scheduled departure time for domestic and European destinations and three and a half hours before flights to other destinations. If you have allowed enough time in line with our policy, we will assist if possible, with onward travel arrangements for your train journey if there are no trains or replacement bus services within a reasonable time.

### *Flying from Gatwick Airport*

Gatwick Airport has its own station linked directly to the South Terminal and is a few minutes from the North Terminal by free transit train. Please factor this additional travel time into your plans.

### *Flying from Luton Airport*

A frequent transfer shuttle is available from Luton Airport Parkway station to the airport. Connections are available throughout the day, please factor the additional travel time into your plans.

If you buy a ticket to 'Luton Airport', the fare includes the transfer but if you buy a ticket to 'Luton Airport Parkway' you will have to buy a separate ticket for the transfer.

## **11.10 Travelling by Eurostar**

Eurostar trains leave from London St Pancras International station. We recommend you arrive at London St Pancras International or Ashford International at least 90 minutes before your Eurostar train is due to leave. For further details, please go to [www.eurostar.com](http://www.eurostar.com).

## **12.0 Keeping you informed when things don't go to plan**

From time to time, there may be delays to our services such as planned engineering work or extreme weather conditions. We aim to keep you up to date delays by providing accurate, timely information which is a vital part of our service. Working with Network Rail and our industry partners, we will do our best to make sure you have the information you need when you're planning and making your journey.

### **12.1 Delays**

If delays occur, we will do our best to get you to your destination as quickly as possible. In agreement with other train operators, we may re-route you, for example we may arrange use of London Underground services or those of other transport providers.

If you miss the last train with us because of a delay or cancellation to one of our services, we will arrange onward transport either by road or with another train operator. If this is not possible, we will, if we reasonably can, provide overnight accommodation.

If your journey is delayed by 15 minutes or more, we will tell you how you can make a claim for Delay Repay compensation. We will do our best to tell you about your entitlement to claim compensation by making announcements on trains and at stations or by providing information on how to claim. See more about **delay repay** and how to claim later and further detailed information can be found in the National Conditions of Travel.

### **12.2 Planned improvement works**

To maintain the railway, our partner Network Rail carries out essential engineering work. This may mean changes to our timetables, and we may have to replace train services with buses. When engineering work is needed, we will tell you as soon as possible using posters, information on our websites and the National Rail website or via calling National Rail Enquiries on 03457 48 49 50.

Before starting a journey, we strongly recommend you **always** check your travel arrangements, particularly if you're travelling late at night or at weekends. If we operate a replacement bus service, you'll find information about where they will leave from at the affected station. If you need assistance, we will provide accessible alternative transport which may be a taxi if an accessible coach is not available.

### **12.3 Temporary timetables**

If we need to introduce a temporary timetable for any reason, for example, heavy snow is forecast, we will display details on websites and through social media as soon as possible.

## **13.0 Retail and Refunds**

### **13.1 All tickets – including season tickets**

If you bought your ticket through us and the train you planned to catch is delayed or cancelled and you decide not to travel, return your unused ticket (except season tickets) to one of our stations or the relevant retailer for a full refund. This applies if you abandon your journey and return to your point of origin where we will give you a full refund immediately if we can. No administration fee will be charged in any case, wherever you apply for the refund.

If we issue a 'do not travel' warning and you follow our advice and do not travel, you can apply for a full refund from the point of purchase if you have a single or return ticket. If you have a season ticket and are unable to travel, please contact our Customer Relations team who will process compensation covering the cost of the journey.

If the train service is running normally and you decide not to travel, you can apply for a refund at a station run by the operator who you bought it from or the relevant retailer. You must do this within 28 days of the expiry of the ticket's validity. Our staff will tell you if your ticket is eligible for a refund. You may have to pay an administration charge not exceeding £5 per transaction.

Please note Advance tickets are non-refundable unless you decide not to travel because your train is delayed or cancelled. However, even with an Advance ticket it may be possible to change the time or date of your journey if the train you booked hasn't left yet. You will be charged an administration fee plus any excess fare if only a more expensive ticket is available.

### **13.2 Season tickets - refunds and general advice**

If you no longer need your season ticket, return it immediately to the ticket office you bought it from. If you bought a ticket from a travel agent or online ticket retailer, contact them directly. Any refund is based on the difference between the original price of your season ticket and the cost of travel for the time you held it, less an administration fee.

If there is only a short period of validity left, the amount refunded will be little or nothing. For example, for an annual season ticket, there may not be any monetary value left if it is surrendered in the last couple of months of validity. Annual season tickets have no refund value after 10 months and 12 days, although they are still valid for travel until the expiry date.

Flexi Season tickets are only valid for 28 days. If you haven't used all 8 day passes you may be entitled to a refund if you apply before the end of the 28 day validity period. There must be a minimum of one unused day pass left to refund and a £5 admin fee will apply.

If you anticipate being unable to use a season ticket for a lengthy period, you may consider applying for a refund –station staff or customer relations can help you understand your options.

Season ticket holders who are temporarily unable to travel for more than four weeks because of sickness can apply for a discretionary partial refund. We will ask for supporting evidence, such as medical certificates and offer any we'll refund in non-cashable rail travel vouchers. The gesture is limited to up to four weeks travel regardless of the length you've not used your ticket. Please check if a refund is more appropriate.

If you need to change your season ticket because you've moved home or your place of work, you can apply for one covering a different journey or even class of travel. This applies to season tickets valid for longer than a month with at least 7 days' validity left. If there is a difference in price, we will give you a pro-rata refund or charge the difference. You won't have to pay an administration charge.

### **13.3 Season tickets – failure or loss**

If your paper season ticket stops working in the automatic barrier or becomes faded, you can replace it free of charge at the station of issue. If you bought the ticket online, you can get a replacement at

the origin or destination station (or any station along the line of route). If the print is unreadable, please replace your ticket at the earliest opportunity so staff can read the ticket details.

#### *Lost / stolen season tickets*

Your season ticket is valuable and should be looked after. If you lose or mislay a season ticket (or a smartcard containing a season ticket) or it is stolen, we can arrange a duplicate season ticket (or replacement smartcard) if you purchased the ticket at one of our stations or from our websites. If you forget your season ticket, you should buy a ticket for that day and claim a refund, you can do this twice in a calendar year. On the second occasion you will be charged an administration fee.

If you bought it elsewhere, please contact the retailer directly.

We can accept your application for a duplicate season ticket providing that:

- a. You tell staff at the ticket office where you bought the ticket promptly and complete the paperwork so we can verify the validity of the application. If your ticket was bought online, you should go to either the origin or destination station to complete an application. If your smartcard is lost or stolen, please call Customer Relations as soon as possible so we can cancel it and issue a replacement card with your current season ticket pre-loaded
- b. You must return the **lost** season ticket (or smartcard) to us straightaway if you find it
- c. The lost season ticket (or smartcard) is valid for one month or longer (duplicate season tickets are not given for weekly tickets)

You pay a £20 administration fee for the processing of the duplicate ticket. We aim to get in touch within 14 days of receiving your application or if you have a Smartcard, it will be cancelled and a replacement sent within 5 working days. During the time you are without your season ticket, please buy and hold onto any weekly tickets matching the journey on your season ticket. If your application is successful, we will refund these for you.

## **14.0 Delay Repay Compensation**

Under our Delay Repay scheme, if your journey is delayed by 15 minutes or more, irrespective of what caused the delay, you're entitled to claim compensation.

Delay Repay is based on the time you should have arrived at your destination station, not the delay to any particular train. For example, if you're late because a train is delayed en route, we will pay compensation based on the time you arrive at your destination station. We need to know the time of the train you took if you are delayed due to a cancellation. If you have a combination of tickets for your journey, we will compensate you for your whole journey. If you were delayed by another train operator and it affects your journey with us, you can claim with either operator although it will be quicker to claim from the operator responsible for the delay.

If you have a multi modal ticket, we'll only pay compensation on the rail part of your ticket and if you experienced a delay on that leg of your journey.

Key Smartcard customers benefit from our **Auto Delay Repay** service where we will automatically generate a claim on your online account. To benefit from this service, you must always touch in and out at the beginning and end of your journey using your Key Smartcard on one of our routes. Find out more on our websites- it's quick and easy to sign up.

#### ***Single and return tickets***

We are committed to paying compensation under our Delay Repay scheme:

- Delays of **15-29 minutes**: for a single ticket at least 25% of the fare paid, or for a return journey at least 25% of the fare paid for the affected portion i.e. either the outward or return part of your journey

- Delays of **30-59 minutes**: for a single ticket at least 50% of the fare paid, or for a return ticket at least 50% of the affected portion
- Delays of **60-119 minutes**: for a single ticket at least 100% of the fare paid, or for a return ticket at least 100% of the fare for the affected portion
- Delays of **120 minutes or more**: 100% of the cost of the single ticket or 100% of the cost of the return ticket

### **Season tickets**

The table below shows the value of each journey you make depending on the type of season ticket. Compensation will be 25%, 50% or 100% of the value of a single journey. The amount will be based on the length of the delays detailed for single and return journeys above. For season tickets and travelcards, compensation is capped at the cost of a pro rata full days travel.

Season ticket type	Value of a single journey
Annual	1/464 x total ticket price
Quarterly	1/120 x total ticket price
Monthly	1/40 x total ticket price
Flexi Season	1/16 x total ticket price
Weekly	1/10 x total ticket price

### **Making a Delay Repay claim**

You can make a claim via our websites; it's easy and straightforward to submit online using the websites listed below or apply using our Thameslink or Southern app.

[www.gatwickexpress.com/delayrepay](http://www.gatwickexpress.com/delayrepay)

[www.greatnorthernrail.com/delayrepay](http://www.greatnorthernrail.com/delayrepay)

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

[www.thameslinkrailway.com/delayrepay](http://www.thameslinkrailway.com/delayrepay)

If you're a season ticket holder, please create a password protected online account and upload a copy of your season ticket to make claims for as long as your ticket is valid- it's quick and easy to set up.

For other tickets, fill out your details on one of our websites or apps and upload a copy of your ticket or journey history for each claim. If you need to retain your ticket, please show it to a member of gateline staff and they will open the gate.

The quickest method is to claim through our online portal although you can download a paper form from our websites or we can print out a form at some of our stations.

*Please check our website for any alternative payment options that may be available to you*

You can also make a claim in writing. Send it to us with your used ticket or copy of your season ticket to the address below - we suggest you use a tracked postal service:

**Freepost RUET-ZEJB-TKKZ**  
**Govia Thameslink Railway**  
**Derby**  
**DE1 9RQ**



If you require a refund on an Oyster card, please contact Transport for London. Details on how to claim are at [tfl.gov.uk/fares-and-payments/](https://tfl.gov.uk/fares-and-payments/)

You must submit all claims within 28 days of the journey claimed for and we aim to process claims within 20 working days. We cannot accept claims from a third party unless there are mitigating circumstances you tell us about.

We treat the submission of fraudulent Delay Repay claims very seriously and regularly review the claims we receive – we may look for irregular travel patterns and impossible journey combinations. If we suspect that fraudulent claims have been submitted, we may take further action - this could include legal action or requesting the return of ineligible payments.

## **15.0 Other compensation arrangements**

Where the industry arrangements as set out in the National Rail Conditions of Travel and our Passenger's Charter apply, we do not accept liability for any losses but we do have discretion to consider additional claims (for example, the cost of alternative travel arrangements) in exceptional circumstances.

As set out in the National Rail Conditions of Travel, this does not affect your legal rights to make claims e.g. under the Consumer Rights Act 2015.

### **15.1 First Class**

Sometimes we may be unable to provide First Class accommodation as advertised in our timetable. If you hold a First Class ticket and the train you travel on does not have First Class accommodation as indicated in our current timetable, we will refund the difference between Standard and First Class fares for that journey. This also applies if First Class is declassified due to major disruption or all seats are occupied. For season ticket holders, compensation is based on the proportional daily cost. Please submit your claim within 28 days of the incident using our online web form.

## **16.0 Lost property**

If we find lost property, we will do our best to contact the owner. If you lose something on one of our services, please use the web form on our web site to report your loss, this is the quickest way for your request to be processed. If you don't have access to the internet, please contact our team in Customer Relations who will help.

For Thameslink and Great Northern you can collect lost items at our lost property office at City Thameslink station. For Southern and Gatwick Express you can collect lost property at London Victoria. We charge a collection fee to cover our administration costs. We will dispose of any perishable items or those that may cause damage or injury; you can find more information on our websites.

## **17.0 Your data**

We take the care of your personal details seriously. All your data is held in secure systems.

We will ask you in advance whether we have your permission to hold your data on file to then allow us to contact you about our services and offers. We will not give your data to third parties without your express permission and will always ask in advance whether you agree to this. You have the right to ask us to delete any information we hold on you at any time. Please email or write to our Customer Relations team to have your personal data removed from our records. We have a specified data retention period depending on the type of contact received and if you need further detailed information about this then please contact us.

## 18.0 Answering your enquiries

### 18.1 Customer Relations and our contact details

Our Customer Relations team will answer your call as quickly as possible; we aim to answer calls within 60 seconds, with most of them answered within 5 minutes. When this is not possible, we may arrange to call you back. If you contact us using our web form we will send an acknowledgement within five working days. Our aim is to send a full response to enquiries and complaints within 10 working days, or 20 working days if we need to investigate the issue in detail.

During times of unusually high demand, we're sometimes unable to meet these response targets. Please bear with us as we'll respond to you as quickly as we can.

If your complaint involves another train operator, we will pass it on and let you know we have done so.

Please send your complaints and comments, including a daytime telephone number where possible, to:

Email: customerservices@gatwickexpress.com  
customerservices@greatnorthernrail.com  
comments@southernrailway.com  
customerservices@thameslinkrailway.com

Twitter: @GatwickExpress  
@GNRailUK  
@SouthernRailUK  
@TLRailUK

Website: [www.gatwickexpress.com](http://www.gatwickexpress.com)  
[www.greatnorthernrail.com](http://www.greatnorthernrail.com)  
[www.southernrailway.com](http://www.southernrailway.com)  
[www.thameslinkrailway.com](http://www.thameslinkrailway.com)

Telephone: Gatwick Express 0345 850 1530  
Great Northern 0345 026 4700  
Southern 0345 127 2920  
Thameslink 0345 026 4700

Textphone: Gatwick Express 0345 127 2940  
Great Northern 0800 975 1052  
Southern 0345 127 2940  
Thameslink 0800 975 1052

Address for Delay Repay and refund applications:

**Freepost RUET-ZEJB-TKKZ**  
**Govia Thameslink Railway**  
**Derby**  
**DE1 9RQ**

For all other contacts:

**Govia Thameslink Railway Customer Services**  
**PO BOX 8644**  
**Derby**  
**DE1 9RQ**

## Assisted Travel

You can contact us for assisted travel on the following numbers or textphone **0800 138 1018**:

If travelling with Southern or Gatwick Express - 0800 138 1016

If travelling with Thameslink or Great Northern 0800 058 2844

## 18.2 Our Complaints Handling Procedure

If you want to make a complaint about our service, you can speak to any member of staff or contact Customer Relations. If appropriate we will give you compensation in line with the National Rail Conditions of Travel or our Passenger's Charter. For more details please see our Complaints Handling Procedure on our website.

The contents of this Charter and the Complaints Handling Procedure may change from time to time, please check online for the most up to date versions.

## 18.3 If you're unhappy with our response

Please give us the opportunity to try to resolve your complaint. If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve on going complaints between us and our passengers. It's free to use their services and they are independent of the rail industry. They don't take sides, but just look at the evidence available. They will help us both to try to reach an agreement, but if this doesn't happen, they will make a decision based on the evidence they've received. If you agree with their decision, then we have to act on what they say.

You can appeal to the Rail Ombudsman if:

- You're unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a 'deadlock letter'); or
- We haven't resolved your complaint within 40 working days of receiving it; and
- No more than 12 months have passed since we sent you our final response.

There are some complaints that the Rail Ombudsman won't be able to look into, for example if it's about the way one of our services has been designed or industry policy. If that's the case, then they'll contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you further, such as Transport Focus or London TravelWatch - the independent consumer watchdogs for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

The Rail Ombudsman contact details and hours of operation of their contact centre:

Website: (including online chat):

[www.railombudsman.org](http://www.railombudsman.org)

Telephone: 0330 094 0362

Email: [info@railombudsman.org](mailto:info@railombudsman.org)

Twitter: @RailOmbudsman

Post: FREEPOST – RAIL OMBUDSMAN

The Contact Centre team are available:

Monday to Friday 09:00 - 17:00

## 18.4 Station information for other Train Operators

Our trains call at stations that are managed by Network Rail and other rail companies. If you have a problem at one of these stations, you should contact the operators.

### *Greater Anglia*

Stations: Cambridge, Ely  
Email: [contactcentre@abelliogreateranglia.co.uk](mailto:contactcentre@abelliogreateranglia.co.uk)  
Twitter: @greateranglia  
Website: [www.abelliogreateranglia.co.uk](http://www.abelliogreateranglia.co.uk)  
Telephone: 0345 600 7245

### *LNER*

Stations: Peterborough  
Twitter: @LNER  
Website: [www.lner.co.uk](http://www.lner.co.uk)  
Telephone: 0345 722 5333

### *London Northwestern Railway*

Stations: Berkhamsted, Bletchley, Hemel Hempstead, Leighton Buzzard, Milton Keynes, Tring, Watford Junction  
Twitter: @LNRailway  
Website: [www.londonnorthwesternrailway.co.uk](http://www.londonnorthwesternrailway.co.uk)  
Telephone: 0333 311 0006

### *London Underground*

Stations: Farringdon, Harrow & Wealdstone, Moorgate and West Brompton  
Twitter: @tfl  
Website: [www.tfl.gov.uk](http://www.tfl.gov.uk)  
Telephone: 0343 222 1234

### *London Overground*

Stations: Anerley, Brockley, Forest Hill, Honor Oak Park, Imperial Wharf, Kensington Olympia, New Cross Gate, Norwood Junction, Penge West, Shepherd's Bush, Sydenham, Wembley Central, West Croydon  
Email: [overgroundinfo@tfl.gov.uk](mailto:overgroundinfo@tfl.gov.uk)  
Twitter: @ldnoverground  
Website: [www.tfl.gov.uk/modes/london-overground/](http://www.tfl.gov.uk/modes/london-overground/)  
Telephone: 0343 222 1234

### *Southeastern*

Stations: Ashford International, Bat & Ball, Beckenham Junction, Bickley, Borough Green & Wrotham, Bromley South, Eynsford, Herne Hill, Kent House, Maidstone East, Orpington, Otford, Penge East, Petts Wood, Sevenoaks, Shoreham (Kent), Shortlands, St Mary Cray, Swanley, Sydenham Hill, West Dulwich, Hastings, St Leonards Warrior Square

Twitter: @SE\_Railway

Website: [www.southeasternrailway.co.uk](http://www.southeasternrailway.co.uk)

Telephone: 0345 322 7021

### *South Western Railway*

Stations: Bookham, Bedhampton, Bitterne, Bursledon, Clandon, Cosham, Eastleigh, Effingham Junction, Fareham, Fratton, Hamble, Havant, Hilsea, Horsley, London Road (Guildford), Netley, Portchester, Portsmouth Harbour, Portsmouth & Southsea, Sholing, St Denys, Southampton Central, Southampton Airport Parkway, Swanwick, Woolston, Wimbledon

Email: [customerrelations@swtrains.co.uk](mailto:customerrelations@swtrains.co.uk)

Twitter: @SW\_help

Website: [www.southwesternrailway.com](http://www.southwesternrailway.com)

Telephone: 0345 6000 650

### *Network Rail*

Stations: Clapham Junction, Guildford, London Bridge, London King's Cross, London St Pancras International, London Victoria

Twitter: @networkrail

Website: [www.networkrail.co.uk](http://www.networkrail.co.uk)

Telephone: 0345 711 4141