

# Passenger's Charter

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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
- Performance targets and where to find information on performance
- How to plan your journey
- 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 which are set out in the National Rail Conditions of Travel. You can download this from one of our websites or from [nationalrail.co.uk](http://nationalrail.co.uk)

## 3.0 Our commitments to you

We have made many commitments to the Government, and ultimately to you, on how we will run the franchise. These include:

- A new and improved timetable
- Improving punctuality and reliability and providing information on performance
- New trains on Thameslink, Great Northern and Gatwick Express services.  
Modern, airconditioned trains to King's Lynn, Peterborough and Cambridge
- Clean and well-maintained trains
- Introducing our key Smartcard across the route
- Investing in stations to improve facilities and cleanliness
- Investing around £10m in staff development
- Providing frontline staff with data enabled devices so they have up-to-date information at their finger tips
- Working in partnership with local communities
- Reducing our impact on the environment and encouraging sustainability
- Running a safe railway and working closely with the British Transport Police
- Listening to your views and using your feedback to improve our service

## 4.0 Buying your ticket

We are committed to providing accurate and impartial ticket retailing. 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. These include:

- Advance: buy in advance, sold in limited numbers and subject to availability. They are valid on the date and train specified
- Off-Peak: buy any time, travel off-peak
- Anytime: buy any time, travel any time
- Season: unlimited travel between two stations or within specific zones for a specified period

## 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. This helps our staff give you the best possible service.

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. Busy times vary from station to station, so we display this on local information posters.

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

## 5.3 Ticket machines

Our ticket machines provide a quick way of buying or collecting a wide range of tickets, including those bought online as well as tickets on your Smartcard outside London. Machines inside London also offer Oyster card top up. 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.

## 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.

You can buy season tickets on our website for Thameslink, Great Northern, Southern and Gatwick Express routes (not for routes outside our network), but you can't buy season tickets on the app.

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. All you need to do is top up online or at one of our ticket machines.

If you switch to The Key Smartcard, we can automatically alert you if you are due compensation, and create a claim for you. If you add KeyGo to The Key Smartcard, we'll also be able to give you the best fares available on any pay as you go travel outside of your season ticket. It's easier to replace lost or stolen tickets as we can cancel your card immediately and issue another one. Please visit our website for full details on which routes the Key Smartcard is available with.

## 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.

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. As long as 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 the Tube. 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 [tfl.gov.uk](http://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. They can only sit in a seat if it's not needed by a passenger with a 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 you could qualify for a GroupSave 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.

If you are travelling in a group of 20 or more people you should contact our Group Booking team in advance on:

Thameslink / Great Northern: **0345 026 4700**

Southern: **0345 127 2920**

Gatwick Express: **0345 850 1530**

The team will tell you which trains should have sufficient seats for your plans, and you may qualify for a discount.

## 6.0 Accessibility and disabled passengers

We are committed to making our services and facilities as accessible as possible through a programme of accessibility improvements. Our friendly and knowledgeable Assisted Travel team can answer your questions and discuss any assistance you may need.

Our commitments to improving accessibility across our network include:

- Introducing new trains with improved accessibility
- Improving access, Blue Badge parking and interchange with other forms of transport
- Improving customer service by continuing to train our staff in disability and equality awareness
- Regular mystery shopping and 'call back' surveys of passengers who have used our Assisted Travel Service

- Creating accessibility ambassadors to train colleagues, investigate problems, and lead local initiatives to improve the quality of assisted travel

## 6.1 Assisted Travel Service

Our Assisted Travel Service is available for passengers with specific assistance needs.

We participate in the National Rail booking system - Passenger Assist. We can book your entire train journey even if you change onto another operator's trains, and, wherever possible, give assistance tailored to your individual needs.

We want to be able to offer you the best possible assistance on your journey. If possible, we ask you to contact us in advance of your journey providing 12 hours' notice for same-day travel and ideally, contacting us the day before travel. We will do all we can to help even if you book less than 12 hours in advance or not at all. Bookings can be made up to three months in advance of travel and many passengers are reassured by contacting us well in advance of their journey.

You can contact our Assisted Travel Service for general advice or to book assistance between 07:00 and 22:00 every day except Christmas Day or alternatively by completing the on-line booking form.

### Freephone:

Thameslink / Great Northern	<b>0800 058 2844</b>
Southern / Gatwick Express	<b>0800 138 1016 07:00 to 22:00</b>

### Textphone:

Thameslink / Great Northern	<b>0800 975 1052</b>
Southern / Gatwick Express	<b>0800 138 1018</b>

### Online:

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

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

[southernrailway.com/your-journey/accessibility](https://www.southernrailway.com/your-journey/accessibility)

[gatwickexpress.com/en/your-journey/assisted-travel](https://www.gatwickexpress.com/en/your-journey/assisted-travel)

If you have impaired hearing, please use the Textphone service run by National Rail Enquiries 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 immediately using one of the contact methods listed. We will investigate why this happened and arrange a refund of your ticket.

## 6.2 Our Disabled People's Protection 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. By listening to your feedback, we can measure how we're doing. There are a variety of ways in which you can give feedback:

- At our regular Meet the Manager events held at key stations – you can find the dates on our websites
- Join our Online Passenger Panel team to take part in polls and surveys

- Through our Customer Cabinet team who meet regularly with senior staff to discuss improvements to our service
- Road shows in your community, at shopping centres, universities and airports
- Using the 'Your Vote' section of our website
- Report safety or security worries immediately on the Eyewitness section of our app or text the British Transport Police on 61016
- Contact Customer Relations

When we structured our organisation, we built in mechanisms to ensure we take your opinions on board and to let you know how we're acting on them. We have a Customer Satisfaction Executive made up of the senior management team and they consider your feedback and oversee action plans.

We work closely with Transport Focus and London TravelWatch, who are passenger watchdogs. We carry out customer research, conduct surveys with passengers and consult with rail user groups across the network. Transport Focus also carries out its National Rail Passenger Survey at many of our stations twice a year.

## 7.1. Customer Cabinets

Our Customer Cabinets are voluntary groups made up of passengers that represent a broad cross-section of our customers across our network. Cabinet members work with us to improve the customer experience on our network, sharing their journey experiences, observations and recommendations.

The cabinets work independently but have regular contact with our staff and senior management team. They have the necessary support and budget for self-generated projects.

The cabinets started in late 2015. There is one cabinet covering Great Northern and the northern part of Thameslink and a second for Gatwick Express, Southern and the southern part of Thameslink. Anyone can apply via our website and there is a recruitment process to make sure the cabinets have a broad representation of passengers.

## 7.2 Access Advisory Panels

The Access Advisory Panel began in July 2016 when six volunteer passengers joined us to share their travel experiences and give constructive feedback.

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 hidden disabilities
- Passengers with physical disabilities

## 8.0 Information to help you plan your journey

We want you to be able to make an informed choice about how and when to travel. We will provide comprehensive, accurate and timely information about our train services, station facilities, promotions and fares before and during your journey. You can find this information via the options below:

### 8.1 Our websites

Use our websites to find out about the services we provide, we've listed them toward the end of this document.

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

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

## 8.2 Our Apps

Our Apps are interactive and can help you plan your journey. You can download the Gatwick Express, Thameslink or Southern apps free from the App Store or Google Play. (The apps will provide information about all UK rail services including Great Northern.)

## 8.3 Travel alerts

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

## 8.4 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).

## 8.5 Leaflets and timetables

A wide range of information about our products and services are available at staffed ticket offices or via Customer Relations. You can get copies of our new timetables from all staffed stations or you can download them from our website.

## 8.6 Posters

You will find the following posters displayed at our stations:

- Timetable information
- Performance results for the previous 12 months
- Information on any planned changes to train times due to engineering works
- Details of promotions, special offers and other initiatives
- How to contact us

Information posters will include:

- Ticket office opening hours and the definition of peak hours
- How to buy a ticket when the ticket office is closed
- Local sales outlets for train tickets
- How to purchase tickets by phone and using the internet
- The National Rail Enquiries telephone number **03457 48 49 50**
- Local transport services with directions
- Guidance for passengers with special requirements

For timetable changes due to planned engineering works, posters will display details of alternative train or replacement bus services at least five days in advance.

## 8.7 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 disruptions.

Our stations have help points and/or staff, able to provide up-to-the-minute train information.

In the event of disruption, announcements will be made as soon as possible.

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's main stops and destination
- 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 announcements. They are trained to take the needs of visually impaired, deaf or hearing-impaired people into account. All our new trains will have automatic audio and visual information systems.

Our drivers will make announcements, where possible, if there is a delay or disruption so that you have the most up-to-date information.

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

## 8.9 Our targets

### 8.9.1 Train performance

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

- Further infrastructure upgrades
- New maintenance regimes
- Initiatives to reduce and minimise the impact of trespass incidents
- Training and development of our teams

### Industry performance targets

The Public performance measure (PPM) is a standard method of measuring performance in the rail industry. This records trains arriving at final destination within five minutes of their scheduled arrival time.

Our current PPM moving annual average target is 83.9%.

Since 1 April 2019 a new metric known as 'on time' measures train punctuality to the minute at each stop along its journey. This gives passengers more details on their specific journey. We publish detailed performance figures on our websites each day and provide a report every four weeks. We also publish:

- Percentage of peak services operating with less than planned capacity
- Cancellations data

### 8.9.2 Customer satisfaction

We set yearly Passenger Experience Measure (PEM) targets for customer satisfaction. These are a combination of the independent, twice-yearly National Rail Passenger Survey (NRPS) results and our own audit Quality Experience on Stations and Trains (QuEST).

Our annual PEM targets are:

Year	2015	2016	2017	2018	2019	2020	2021
Target	76%	80%	82%	83%	84%	84%	84%

### 8.9.3 Reducing fare evasion

It is estimated that fare evasion costs the rail industry over £200 million a year. This is unfair on the vast majority who are honest and pay their fares.

We work alongside other train companies, Transport for London and British Transport Police to reduce ticketless travel.

Our targets for ticketless travel	Our targets for ticketless travel
September 2014 to September 2015	2.8%
September 2015 to September 2016	2.6%
September 2016 to September 2017	2.5%
September 2017 to September 2018	2.5%
September 2018 to September 2019	2.5%
September 2019 to September 2020	2.5%
September 2020 to September 2021	2.5%

## 9.0 Customer report

### 9.1 Connections

Twice a year our customer report, Connections, is published. In this report we will update you on the progress we've made particularly in the areas you've told us are your priorities. We will also report on how we're performing against our targets for train performance, customer satisfaction, and ticketless travel.

'Connections' is available on our websites or as a printed copy from key stations.

## 10.0 Fraudulent travel

There are unannounced ticket checks from time to time at our stations and on trains. We take fraudulent travel seriously and are working to reduce the incidences of travel without a valid ticket.

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 following completion of 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 wherever possible before you board one of our trains. 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.

## 10.1 Penalty fares

We operate a penalty fare system. When travelling on our services you must have a valid ticket or validated Contactless / Oyster Card for your entire journey to cover the class of travel you are using. If your ticket has a railcard discount applied, you must have your railcard with you.

Should 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 of £20 or twice the full single fare to the next station, whichever is the greater amount. In certain circumstances, we may consider taking legal action. If you receive a penalty fare, instructions are provided on how to appeal should you choose to.

If, for any reason, all ticket sales 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 a railcard discount if applicable, and you won't be charged a penalty fare.

You can find full details of our penalty fare policy on our website, or you can get copies of our penalty fare leaflet at any staffed station.

## 11.0 Our stations

As part of our drive to raise standards, 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 our railway. We ask that our customers are mindful of other customers and considerate to others when they travel with us or use our station facilities.

### 11.1 Staff

You'll find staff at most of our stations – our website and notices at the station indicate the staffed times. They can help you with any aspect of your journey and they will:

- Assist during service disruption
- Be courteous, helpful and willing to deal with your problems
- Be smartly dressed, easily recognisable and wear name badges

## 12.0 On Train

### 12.1 Our trains

We have introduced a number of brand-new trains and are introducing more. We aim to provide a safe, clean and comfortable travelling environment on all our trains. We have introduced:

- 115 Siemens Class 700 trains (1,140 carriages in total) on Thameslink routes delivering increased capacity for passengers
- New metro style trains introduced in early 2019 (six carriages each) for Moorgate services with more capacity, improved reliability, air conditioning and passenger information systems
- In 2016 we introduced Class 387/2s trains on Gatwick Express with easier boarding, better luggage space, two by two seating and Wi-Fi

## 12.2 Finding a seat

We operate a walk-on service so you can travel on any of our trains if you have a valid ticket. We know the ability to turn up and travel is something you value, but it means we can't guarantee a seat especially during peak periods.

Our aim is that nobody should stand for more than 20 minutes, even during our busiest times but please note that your ticket does not automatically entitle you to a seat, and at busy times you may have to stand. 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 about passenger loading on our websites.

On Southern services, advance tickets require a reservation ticket to identify which train they are valid on. The reservation ticket entitles you to board a particular train but does not guarantee a specific seat.

## 12.3 Priority seating and wheelchair spaces

We provide clearly designated seating for disabled passengers, expectant mothers, older passengers and those with mobility issues on all our trains. Our Priority Seat Card allows you to demonstrate your need to sit down in one of these seats if required.

Full details on applying for a Priority Seating Card are on our website or you can call Assisted Travel.

All our trains can accommodate wheelchairs. The locations of wheelchair spaces are clearly indicated by signs on the outside of the train doors.

## 12.4 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.

## 12.5 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.

We can't accommodate non-folding bikes on our busy morning and evening peak Monday to Friday services. We also 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 in related publicity material

Do not lock your bike to any part of the train or leave it unattended. Bikes should never obstruct wheelchair spaces on our trains and should not be locked to any part of the train or left unattended.

You must remove your bike from the designated wheelchair space if a passenger using a wheelchair needs it. Space on board our trains for bikes is limited due to the high number of passengers we carry. Abuse of the above instructions is a breach of Railway Byelaws which can result in legal action. You can download a copy from: [gov.uk/government/publications/railway-byelaws](https://www.gov.uk/government/publications/railway-byelaws)

## 12.6 Luggage and pets

The National Rail Conditions of Travel provide further information about the luggage that 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 when they are helping you. Please refer to our Disabled People's Protection Policy available on our websites for further information

Some pets can travel with us but please don't put them on seats and use appropriate restraints and containers. We are happy to transport assistance animals. The National Rail Conditions of Travel at [nationalrail.co.uk](http://nationalrail.co.uk) has more detail on luggage and pets.

## 12.7 Smoking

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

## 12.8 Changing between trains

In the interests of customers already on a connecting train, onward services are not normally held for late-running connections. 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. You can find further details on connection times at [nationalrail.co.uk](http://nationalrail.co.uk) The National Rail Enquiries website allows you to specify longer changing times when making enquiries. On occasion there may be a short notice platform change; we'll always aim to provide as much notice as possible.

## 12.9 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 flight departure time for domestic and European destinations and three and a half hours before flights to other destinations. If you have allowed sufficient time in line with our policy and miss a flight due to delays or cancellations with our trains, we will assist if possible, with onward travel arrangements 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

Three operators (Thameslink, Southern and Gatwick Express) run trains between London and Gatwick Airport. More information about times and fares is available on our websites.

### *Flying from Luton Airport*

You can travel from Luton Airport Parkway station to the airport by shuttle bus. The buses connect with train arrivals wherever possible. Please factor this additional travel time into your plans

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

## 12.10 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 [eurostar.com](https://www.eurostar.com).

## 13.0 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

## 14.0 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 will aim to keep you up to date on any delays providing accurate, timely information 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 your journey. If our train service is delayed or cancelled, we will update industry systems to ensure a consistent message is available.

Frontline staff are regularly updated with current information. They will make announcements and pass on the information they receive. All our stations have help points and / or staff to provide up-to-the-minute train information including expected departure times and scheduled platforms.

When things don't go to plan, we will tell you as quickly as possible:

- What the problem is
- What it means for your journey

When there are delays and cancellations, we follow the industry's Passenger Information During Disruption protocol so that information is consistent across all train operators.

### 14.1 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 if necessary, for example we may use London Underground.

If you miss the last train with us because of a delay 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, our staff 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 at stations and by handing out information on how to claim.

### 14.2 Planned improvement works

To maintain the network infrastructure, our partner Network Rail carry out essential engineering work. This may mean changes to our timetables, and it may be necessary to replace some train services with buses. When engineering work is needed, we will tell you about changes as soon as possible with posters displayed at affected stations, information on our websites and the National Rail website or by 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 at the affected station.

## 14.3 Temporary timetables

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

## 15.0 Refunds

### 15.1 All tickets other than season tickets

If the train you planned to catch is delayed or cancelled and you decide not to travel, return your unused ticket (except season tickets) to a station run by the operator you bought it from or the relevant retailer for a full refund. At stations we run 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 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 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 £10.

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 if only a more expensive ticket is available.

### 15.2 Season tickets

If you no longer need your season ticket, return it immediately to the ticket office you purchased it from. If you purchased a ticket from a travel agent or online ticket retailer you will need to contact them directly regarding a refund. 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, an annual season ticket costs the same as 40 weekly tickets so after 40 weeks use there will be no refund due.

Should you anticipate being unable to use a season ticket for a lengthy period you may wish to consider applying for a refund – our station staff or customer relations team 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 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.

## 16.0 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 following a cancelled service if you are delayed due to a cancellation.

Key Smartcard customers benefit from our **Auto Delay Repay** service where we will automatically generate a claim on your online account. You will need to 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.

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.

We have worked closely with the Office of Rail and Road to ensure that the National Rail Conditions of Travel are clear about when we are required to pay compensation.

### *Single and return tickets*

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

- Delays of 15 minutes to 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 to 59 minutes: for a single ticket at least 50% of the fare paid, or for a return ticket at least 50% of the fare paid for the affected portion
- Delays of 60 to 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: at least 100% of the fare paid, irrespective of whether you had a single or return ticket
- If your journey on the Gatwick Express is delayed by 120 minutes, we will also provide 50% off the cost of your next equivalent journey on the Gatwick Express, by way of National Rail Travel Vouchers

### *Season tickets*

If you have a season ticket you can claim under Delay Repay. The table below shows the value of each journey you make. Your compensation will be 25%, 50% or 100% of this value as appropriate.

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

If there is a period of sustained poor performance, season ticket holders are entitled to claim enhanced compensation over and above Delay Repay compensation. A period of sustained poor performance means a reporting period\* in which you had delays to your journey of 30 minutes or more on 12 or more days.

\*Reporting periods are used throughout the rail industry and range between 28 and 33 days. We post our performance results by period on our website.

Your enhanced compensation will be either:

- Two free return journeys anywhere on our network to be used within 12 months
- National Rail Travel Vouchers for the value of a single journey between the stations for which your season ticket is valid

You can choose which one you want to receive. If we run an advertised emergency timetable, we will base your entitlement to compensation on the running of that timetable.

### *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.

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

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

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

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

If you're a season ticket holder create a password protected online account and upload a copy of your season ticket to make claims for as long as it is valid.

For other tickets, fill out your details on one of our websites or apps and upload a copy of your ticket 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.

You can collect a paper form from staffed stations, or download from our website

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

You can make a claim in writing, and send it to us with your used ticket or copy of your season ticket to:

**Freepost RTGL-ELXC-HAUU,**

**Govia Thameslink Railway,**

**Unit 16, Coalfield Way,**

**ASHBY-DE-LA-ZOUCH**

**LE65 1JT**

You must submit all claims within 28 days of the journey claimed for. We cannot accept claims from a third party unless there are particular mitigating circumstances you tell us about.

### *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 the affected journey. This also applies if First Class is declassified due to major disruption. For season ticket holders, compensation is based on the proportional daily cost, using the same calculation as above. Please submit your claim within 28 days of the incident.

## **17.0 Season tickets**

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. Alternatively, if you purchased 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 becomes illegible, we may ask you to replace your ticket at the earliest opportunity as our staff must be able to read the details on the ticket face.

### *Lost / stolen season tickets*

Your season ticket is a valuable document and should be looked after with great care. 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 one of our websites.

If you forget your season ticket, you should buy a ticket for that day and claim a refund, you are able to do this twice in a calendar year. On the second occasion you will be charged an administration fee.

If you purchased it elsewhere, you will need to 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 purchased the ticket as soon as you can and complete all necessary application paperwork so that we can verify the validity of the claim. If you purchased the ticket 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 your card can be cancelled, and a replacement card issued with your current season ticket pre-loaded
- b. You return the lost season ticket (or smartcard) to us straightaway should 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)
- d. You pay a £20 administration fee for the processing of the duplicate ticket (does not apply to smartcards)

\*We aim to get in touch within 14 days of receiving your application or if you have a Smartcard, this will be cancelled, and a replacement sent within 5 working days. During the time you are without your season ticket, please ensure you purchase and retain weekly tickets matching the journey of your season ticket. Providing the application is successful, we will refund these for you.

## **18.0 Lost property**

If we find any item of 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.

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 and will dispose of any perishable items or those that may cause damage or injury.

## **19.0 Your data**

We take the care of your personal details seriously. All your data will be held in secure systems. We will always ask you in advance whether we have your permission to hold your data on file to 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.

## **20.0 Answering your enquiries**

### **20.1 Customer Relations and our contact details**

Our Customer Relations team will answer your call as quickly as possible. We aim to answer 97% of all calls, 80% of them within 30 seconds. If you contact us using our web form, we will send an acknowledgement within five working days and aim to send a full response within 10 working days, or 20 working days if it's a very complicated issue.

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](mailto:customerservices@gatwickexpress.com)  
[customerservices@greatnorthernrail.com](mailto:customerservices@greatnorthernrail.com)  
[comments@southernrailway.com](mailto:comments@southernrailway.com)  
[customerservices@thameslinkrailway.com](mailto:customerservices@thameslinkrailway.com)

Twitter: [\*\*@GatwickExpress\*\*](https://twitter.com/GatwickExpress)  
[\*\*@GNRRailUK\*\*](https://twitter.com/GNRRailUK)  
[\*\*@SouthernRailUK\*\*](https://twitter.com/SouthernRailUK)  
[\*\*@TLRRailUK\*\*](https://twitter.com/TLRRailUK)

Website: [gatwickexpress.com](http://gatwickexpress.com)  
[greatnorthernrail.com](http://greatnorthernrail.com)  
[southernrailway.com](http://southernrailway.com)  
[thameslinkrailway.com](http://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 RTGL-ELXC-HAUU**  
**Govia Thameslink Railway**  
**Unit 16 Coalfield Way**  
**ASHBY-DE-LA-ZOUCH**  
**LE65 1JT**

For all other contacts:

**Govia Thameslink Railway Customer Services**  
**PO Box 10240**  
**ASHBY-DE-LA-ZOUCH**  
**LE65 9EB**

## **20.2 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 may change from time to time; please check the online version for the most up to date version.

## 20.3 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, industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was established. 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**

Textphone: **03300940363**

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

Twitter: **@RailOmbudsman**

Post: **FREEPOST – RAIL OMBUDSMAN**

The Contact Centre team are available:

Monday to Friday: **08:00 - 20:00**

Saturday and Bank Holidays: **08:00 - 13:00**  
(excluding Christmas Day)

## 20.4 Other rail companies

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

### *LNER*

Stations: **Peterborough**

Twitter: **@LNER**

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

Telephone: **0345 722 5333**

### *Greater Anglia*

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

### *London Underground*

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

### *Southeastern*

Stations: **Ashford International, Bat & Ball, Beckenham Junction, Bickley, Borough Green & Wrotham, Bromley South, Eynsford, Maidstone East, Orpington, Otford, Penge East, Petts Wood, Sevenoaks, Shoreham (Kent), Shortlands, St Mary Cray, Swanley, West Dulwich, Hastings, St Leonards Warrior Square**  
Twitter: **@SE\_Railway**  
Website: **[southeasternrailway.co.uk](http://southeasternrailway.co.uk)**  
Telephone: **0345 322 7021**

### *London Overground*

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

### *South Western Railway*

Stations: **Wimbledon, Clapham Junction, Guildford, Havant, Bedhampton, Hilsea, Fratton, Portsmouth & Southsea, Portsmouth Harbour, Cosham, Portchester, Fareham, Swanwick, Bursledon, Hamble, Netley, Sholing, Woolston, Bitterne, St Denys, Southampton Central, Southampton Airport Parkway, Eastleigh, Bookham, Effingham Junction, Horsley, Clandon, London Road (Guildford)**  
Email: **[customerrelations@swtrains.co.uk](mailto:customerrelations@swtrains.co.uk)**  
Twitter: **@SW\_help**  
Website: **[southwesternrailway.com](http://southwesternrailway.com)**  
Telephone: **0345 6000 650**