

Passenger's Charter

From January 2009

Travelling with us

Chiltern Railways

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Introduction

Chiltern Railways is committed to providing a safe, reliable, welcoming and value for money service all day, every day. In producing this charter, we set out to explain:

- The minimum standards we expect to achieve
- How we'll compensate you if things go wrong
- How we'll tell you about our performance
- How you can contact us with your suggestions or concerns.



How to find out information

Online and by phone

Who	Web	Phone
Chiltern Railways	www.chilternrailways.co.uk	08456 005 165 (0700 to 2000) 08457 078 051 (0700-2000)
National Rail Enquiries	www.nationalrail.co.uk	08457 484950 (24 hours) 08456 050 600 (0800 to 2000)
Transport Direct	www.transportdirect.info	

In person

Free copies of our current timetable are available at all the staffed stations we serve. Timetable posters are also displayed at all stations. We will inform you at least seven days in advance of any disruption or timetable changes caused by non-emergency engineering works, or for any other reasons. When we introduce a new timetable, we will have details of it available at staffed stations and on our website at least four weeks before it starts.

Each staffed station displays a poster showing the opening hours of the ticket office and other useful information.

Security attendants already patrol car parks and station platforms at most of our stations from early until late (waiting rooms are kept open until 2300), making our stations a safer place to be. The following stations are not normally staffed:

Bearley	Blakedown	Claverdon	Denham Golf Club
Hatton	Kings Sutton	Lapworth	Little Kimble
Monks Risborough	Saunderton	Sudbury Hill Harrow	Sudbury & Harrow Road
Wembley Stadium	Wilmcote		



Tickets

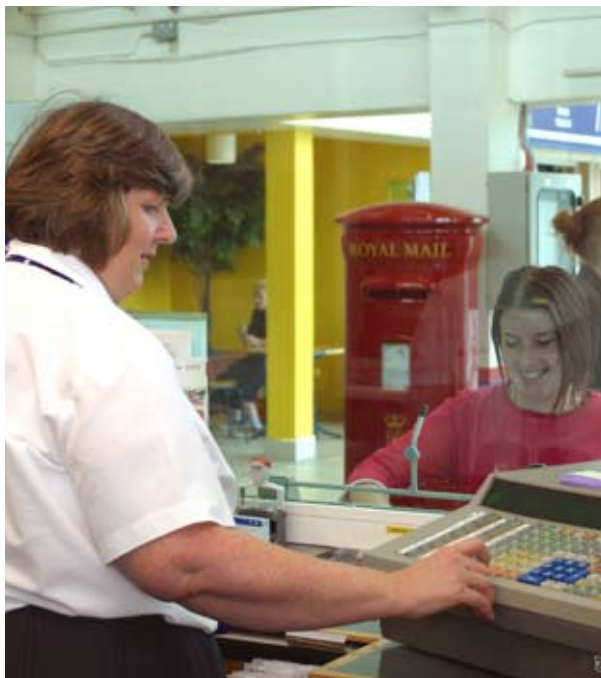
Buying online

An online service is available on our website, www.chilternrailways.co.uk. Tickets can usually be collected from the self-service FastTicket machines at our stations.

Buying by telephone

Please call 08456 005 165 (every day 0700 to 2000). Tickets will be sent out by 1st class post or can be collected from any of ticket offices or self-service ticket machines.

Buying in person



Self-service FastTicket machines are available at most of our stations. These offer a quick and easy way of buying most tickets with cash or a card, without having to queue at the ticket office. Ticket Office Hours information is displayed at stations and on our website, www.chilternrailways.co.uk. Our ticket offices offer a full range of National Rail tickets. We'll monitor queuing times at our ticket offices and publish the times of peak demand at the station. Our aim is that usually you shouldn't have to wait for more than three minutes before being served, and no more than five minutes at peak times.

Discounted tickets

We offer a great range of discounted tickets. These can only be used at certain times of the day or on certain specific services. If you try to use a discounted ticket outside of these times, your ticket will be invalid. Tickets can generally be used on all train companies, but some discounted tickets may only be used on one specific train company. It is your responsibility to check before travel – railway staff will be happy to assist. You may be liable for a Penalty Fare in these circumstances, so please ask before travelling.

Oyster cards

Oyster Pay As You Go can only be used between London Marylebone and Amersham (and intermediate stations) plus between London Marylebone and West Ruislip (and intermediate stations). Oyster Pay As You Go is a really convenient way to travel around London. Oyster Pay As You Go can not be used in combination with any paper ticket. You will be charged both an entry and exit charge. Be sure to touch in and out; if you don't touch in at the beginning of and out at the end of your journey you will be charged the highest possible fare and this won't count towards the Oyster Price Cap. Make sure that you have enough pre-pay credit to cover the cost of your journey. If you don't have enough pre pay credit cover the cost of your journey, you may be charged a Penalty Fare. Equally even if you have already reached your daily Oyster Cap, it's still necessary to tap in and out, or you may be liable for a Penalty Fare or prosecution.



Oyster Season Tickets (or Travelcards) can be used within the appropriate London Fares Zones.

Ticket refunds

Refunds are generally available if you choose not to travel, but there is an administration fee for claims. However we won't charge you that fee if you claim more than 24 hours before the ticket becomes valid for travel, or on a refund where the reason for cancellation was a rail industry problem (e.g. over-run engineering works).

Ticket Type	Refund Allowed?*	Admin Fee
Season Ticket	Yes	£10
Anytime Ticket	Yes	£5
Off Peak Ticket	Yes	£5
Super Off Peak Ticket	Yes	£5
Advance Ticket	No	£NIL

* Refunds are only available for claims made within 28 days of the date of travel.

Penalty fares

When travelling with Chiltern Railways you must carry a valid ticket (and valid Railcard if appropriate) for your entire journey, or have a Permit to Travel if there is no way at all of buying a ticket at the station. If a station doesn't have a ticket office, or the ticket office is closed, a ticket should be purchased from the self-service ticket machine(s) on the station. If the ticket you require isn't available from the self-service ticket machine(s), then a Permit to Travel should be purchased from the machine on the station. In the rare cases where this is not available, you must notify our staff and buy a ticket at the first opportunity during the journey.

Failure to buy a valid ticket for your entire journey may leave you liable to pay a Penalty Fare. This will be £20 or twice the appropriate full single fare to the next station stop, whichever is the greater.



Train punctuality and reliability

Chiltern Railways have a commitment to run punctual and reliable trains (a train is counted as punctual if it arrives within five minutes of its scheduled time). Our latest performance figures are as follows:

Average for year ending:	Peak Punctuality Standard we aim for	Peak Punctuality level we achieved	PPM*
January 2006	93%	91.88%	91.90%
January 2007	93%	93.53%	93.96%
January 2008	93%	95.61%	94.37%
January 2009	93%	95.87%	95.27%

* Public Performance Measure (All trains, seven days a week, combined reliability & punctuality achieved). Peak refers to trains arriving in London, Mondays to Fridays between 0700 and 1000 and departing from London, Mondays to Fridays between 1600 and 1900.

Our reliability standard (percentage of scheduled trains that run) is 99 trains out of 100. We display posters, which show how our performance compared to our standards, at Aylesbury, Banbury, Birmingham Moor Street, Leamington Spa, High Wycombe and London Marylebone stations. These are updated every four weeks. We also show performance information on our website.

Useful information

Accessibility assistance

If you need a bit of help, give us more than 24 hours notice and we can make arrangements to assist you.

08456 005 165 (Monday to Friday, 0700 to 2000)

08457 078 051 textphone.



If you don't book we will try our best to help, but can't guarantee that assistance will be conveniently available. Please speak with station staff or use the Help Point. There are at least two designated car parking spaces available for blue badge holders at all of our managed station car parks, and parking in these spaces is free (for more information see the Disabled Travellers section of our website, www.chilternrailways.co.uk).

Details of the accessibility of each station are set out in the appendix of our 'Disabled People's Protection Policy'. Copies are available from our Customer Services team on 08456 005 165 (Mondays to Fridays, 0830 to 1730) and on our website www.chilternrailways.co.uk. We also produce a handy pocket guide with this information. If you can't use your intended station we will arrange alternative transport (such as a taxi) at no extra cost to, or from, the nearest suitable accessible station in your direction of travel.

Passengers with hearing difficulties may wish to inquire about train times and fares using the textphone service provided by National Rail Enquiries (Textphone 0845 60 50 600 (daily 0800 to 2000)).

Bikes on trains

On Mondays to Fridays we're unable to convey cycles on our busiest trains. These are trains arriving at London Marylebone or Birmingham Snow Hill between 0745 and 1000 and trains departing London Marylebone or Birmingham Snow Hill between 1630 and 1930.

These restrictions apply even if you're only travelling for part of the journey.



Tandems are not carried at any time on Chiltern Railways.

There are no restrictions on folding bikes.

Bikes are not allowed on rail replacement buses.

Catering

An at-seat trolley catering service is provided on our busiest morning trains between the West Midlands and London. These are shown in our timetables. If we're unable to providing the scheduled catering for you we'll tell you, wherever possible, before you board the train.



Lost Property

If we find any item of lost property, we'll always do our best to contact the owner if they can be identified. Items can be collected from London Marylebone up to three months after they've been handed in – we charge a collection fee to cover our administration costs.

If you lose something on one of our trains or stations you can report it by:

- Using the online form on our website.
- Using a Lost Property form available at any Chiltern Railways ticket office, and returning it to a member of Chiltern Railways Staff.
- By phone, fax or post using the contact details below

Phone: 08456 005 165

Fax: 020 7333 3002

Write to: Chiltern Railways Lost Property,
Marylebone Station, London NW1 6JJ

Lost Property Office Operating Hours: Mondays to Fridays 1200 to 2000. Please allow up to two weeks for processing lost items. If you do not hear from us in that period, you should assume the item has not been found.

Our trains

We aim to clean all our trains at least once every two days, inside and out. Additionally we try to ensure that every train that leaves London Marylebone is cleared of litter and cleaned before the start of its journey. We aim to keep our carriages tidy, free from litter and well lit with toilets that work. For your comfort, all of our services are non-smoking. Furthermore, one carriage on each of our Clubman trains is designated as a Quiet Coach. Stickers on the windows identify this carriage. Our new and refurbished trains are equipped to carry wheelchairs. Stickers on the doors identify this part of the train.

Our staff

Our staff at stations and on trains will be pleased to assist you with any aspect of your journey. We expect all our staff to be:

- Smartly dressed, easily recognisable and wearing name badges.
- On hand to assist you – particularly if services are disrupted.
- Courteous, helpful and willing to deal with your problems.



Our two teams of North and South Customer Service Managers are on hand from early to late seven days a week. They work alongside our North and South Regional Managers with the local community to make your local station a welcoming, comfortable and safe place.

If your train is late

Compensation arrangements vary between different train companies, even for the same journey. If you are delayed the responsibility for compensation rests with whichever train company you were travelling with at the time.



If you are delayed aboard a Chiltern Railways train, and claim within 28 days of the date of travel, our compensation policy is:

Length of Delay	Refund	How
More than one hour	Complete refund for the journey affected*	Voucher. Or if more than £30 a cheque if you prefer
30 minutes or more but less than an hour	50% refund for the journey affected*.	Voucher. Or if more than £30 a cheque if you prefer
Less than 30 minutes	Please accept our apologies, but no refund is due	N/A

* Vouchers may be exchanged, or used in part payment for tickets on any rail journey on the National Rail network. For Season Ticket Holders the amount refunded will be based on the Anytime Single Fare.

Season Ticket renewal discounts

If you hold a monthly or longer period Season Ticket, in addition to the event based compensation described above, if peak punctuality is on average lower than 90% or reliability is lower than 99% over the previous 12 months, we'll give you a 5% discount on renewal of your ticket. If we fail to meet both of these standards, the discount will be 10%. To receive the discount you must buy a new ticket within four weeks of expiry of the old one and it must be for the same journey and for the same or a shorter period. Unfortunately Season Ticket Renewal discounts don't apply for Season Tickets travelling to/from stations Amersham to London (passengers on that route have ticket interavailability with London Underground, and are covered for refund purposes by their Customer Charter).





We have a commitment to plan services and allocate carriages to best avoid overcrowding. Even during our busiest times, we aim to ensure that nobody should have to stand for more than 20 minutes. If delays occur we'll get you to your destination as soon as possible. If you miss your last train because of a delay to one of our services we'll arrange onward transport, either by road or with another Train Operating Company.

On all trains with catering facilities you will be offered complimentary non-alcoholic refreshments if your train is delayed by one hour or more. If the train you planned to catch is delayed or cancelled, you decide not to travel and, at that time, return your unused ticket to any ticket office we will, if possible, give you an immediate full refund. No administration fee will be charged.

Claims for consequential loss(es) can only be considered under the terms of the National Rail Conditions of Carriage (see page 10 of that document). We are not able to consider any compensation claims which arise due to circumstances outside of our control. These include terrorism, crime and weather.

The National Rail Conditions of Carriage outline the legal rights of passengers and train operators' legal obligations to them. If you'd like a free copy please ask at any staffed Chiltern Railways station or visit www.nationalrail.co.uk

route network



Getting in touch with us

How to provide feedback

Chiltern Railways Customer Services, Banbury ICC,
Merton Street, Banbury, Oxfordshire OX16 4RN
Tel: 08456 005 165 (Customer Services: Mondays to
Fridays, 0830 to 1730, Information & Sales: seven days,
0700 to 2000)
Fax: 01926 729 914
www.chilternrailways.co.uk

Not all of the stations we call at are run by Chiltern Railways. If the matter concerns one of the stations below, you should contact the relevant Train Company.

Stations between Dorridge and Kidderminster (except Birmingham Moor St), plus between Claverdon and Stratford-upon-Avon are run by London Midland, Customer Relations, PO Box 4323, Birmingham, B2 4JB (0845 602 4277 www.londonmidland.com)

Stations between Harrow-on-the-Hill and Amersham; plus the ticket offices at South Ruislip and West Ruislip are run by London Underground, Customer Service Centre, 55 Broadway, London, SW1H 0BD (0845 330 9880 www.tfl.gov.uk)

If you are not happy with our response

We'll do our best to resolve any problem, but if you are unhappy with our response you can write to your statutory consumer body, who will take up your complaint where they believe it is appropriate:

- for stations between London and Bicester North on Aylesbury Vale Parkway:
London Travel Watch
6 Middle Street, London EC1A 7JA
Tel: 020 7505 9000
enquiries@londontravelwatch.org.uk
- for Kings Sutton and stations north:
Passenger Focus
Freepost, PO Box 4257, Manchester M60 3AR
Tel: 08453 022 022 or 0845 850 1354
(for the hearing impaired)
hello@passengerfocus.org.uk