

When do Penalty Fares apply?

If you board a Chiltern Railways train without a valid ticket for your entire journey (from a station where ticket buying facilities are available) you are liable to pay a Penalty Fare. You will also have to pay the full undiscounted fare for the rest of your journey. Penalty Fares regulations apply on all our services. The Penalty Fare is £20 or twice the appropriate full single fare to the next station stop, whichever is the greater. If, for any reason, a Penalty Fare is not issued when you have had an opportunity to buy a ticket before boarding the train, our Authorised Collectors will charge you the full Single or Return fare for your journey. Railcards or other discounts do not apply.

What methods of payment can I use to pay a Penalty Fare?

You can use cash, company cheque with valid cheque guarantee card, and major credit and debit cards. (we do not accept Solo /Electron on trains). You will be required by law to provide your full name and address even if you paid in full.

What if I am unable to pay the full amount of the Penalty Fare on the spot?

If you are unable or are unwilling to pay the full amount of the Penalty Fare you must pay the full amount within 21 days. The Authorised Collector will charge the full single or return fare for the journey undertaken, with the balance to be paid within 21 days. The Authorised Collector will also require you to give your full name and address. Failure to do so (including giving false details) is a criminal offence. Unless the amount owing is paid in full within 21 days from the date of issue, legal proceedings may be brought against you.

Who can issue Penalty Fares?

Any person designated a Chiltern Railways Authorised Collector under the terms of the Regulations and Rules. Authorised Collectors carry identity cards that you are entitled to see on request and usually wear the Chiltern Railways uniform. Occasionally our Revenue Protection inspectors operate on trains and at stations in plain clothes; they will carry their Authorised Collector identity badge.

Is there a right of appeal against a Penalty Fare?

If you wish to dispute your liability to pay a Penalty Fare you must give a written statement explaining your failure to produce a valid ticket or authority for your journey, together with any other relevant information. This must be sent to the address stated on the Penalty Fare notice, to arrive within 21 days from the issue date. The current maximum penalty upon conviction is a £1,000 fine and/or 3 months imprisonment.

Chiltern Railways have no desire to issue Penalty Fares unnecessarily, however, we have no tolerance for non-payments of fares and we will not hesitate to use the full weight of the law against opportunists and fare evaders. This leaflet is intended as a guide and should not be regarded as a complete authoritative statement of regulations.

A copy of the Penalty Fares rules is available on request from our Customer Services department at **Banbury ICC, Merton Street, Banbury, Oxfordshire, OX16 4RN**. Phone **03456 005165** (opt 3 followed by opt 4).

More information regarding our Penalty Fares scheme and frequently asked questions can be found on our website www.chilternrailways.co.uk

Penalty Fares



Don't get caught out.

**Always buy
a ticket before
you travel.**

Penalty Fare rules 2002.

Chiltern Railways

chilternrailways.co.uk

If you think our way, travel our way.

What is a Penalty Fare?

A Penalty Fare is a charge that Chiltern Railways is allowed to make under the Penalty Fares Rules 2002. It is not a fine and anyone who is charged one is not being accused of avoiding or attempting to avoid, paying their fare.

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A Penalty Fare is not to be confused with fare evasion. 'Fare evasion' is a completely different matter. It is a criminal offence and we treat it as such by prosecuting offenders.

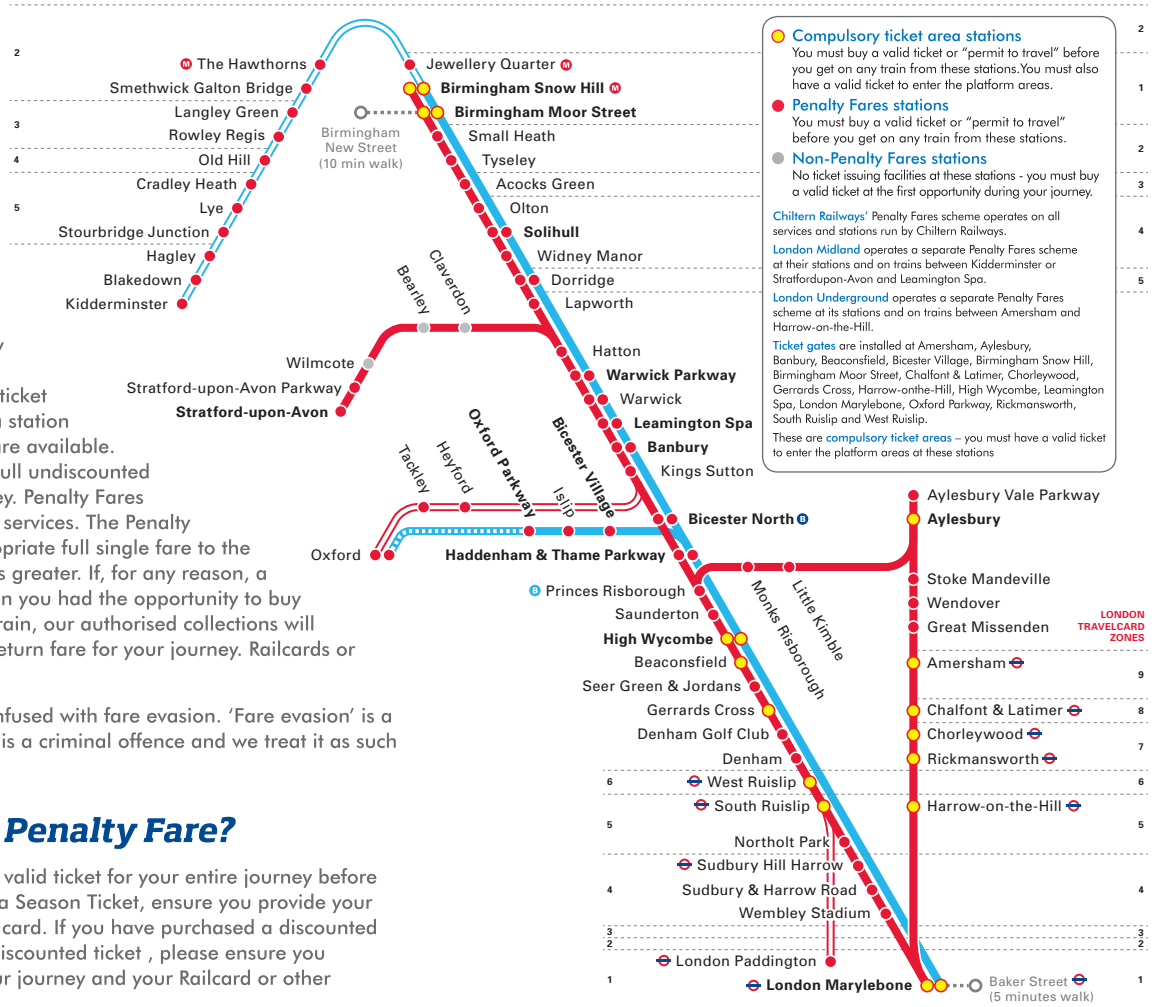
How do I avoid a Penalty Fare?

Always make sure you have a valid ticket for your entire journey before you travel. If you travel using a Season Ticket, ensure you provide your valid Season ticket and photo card. If you have purchased a discounted ticket using a Railcard/other discounted ticket, please ensure you provide the valid ticket for your journey and your Railcard or other discounted ticket.

Where can I buy my train ticket from?

We continue to work hard to make it as easy as possible to buy a ticket. You can purchase your tickets using the following methods:

- From any of our staffed booking offices. You can pay by cash, company cheque (for Season Tickets only) and all major credit/debit cards including solo and electron.
- Most stations have Ticket Vending Machines (TVM) selling a wide range of tickets including weekly Season Tickets. The machines accept cash and credit/debit card payments.
- You can avoid queues by buying ticket online at www.chilternrailways.co.uk
- Over the phone by calling 03456 005 165 option 1 followed by opt 2.
- Oyster pay as you go and contactless payment is accepted on Chiltern Railways services in the London Fare Zones only. You must touch in and touch out to validate your journey.



What if the booking office is closed and the ticket machines are out of order?

At most stations a Permit to Travel machine is provided. You must insert any amount from 5p up to the fare price. This can be exchanged for a travel ticket at your destination or with our on-train staff. If there is no Permit to Travel machine at the station, the status of the ticketing issuing facilities is reported to our control centre who advise our Authorised Collectors.

To avoid misunderstandings always buy your ticket before you board one of our trains.