

HOW DO I AVOID A PENALTY FARE?

Always make sure you have a valid ticket for your entire journey before you travel.

Buying your ticket at the station

When the ticket office is open, you can pay for your ticket by cash, cheque (with a valid cheque guarantee card) and all major credit and debit cards, including Solo and Electron cards.

Most stations also have ticket machines selling a wide range of tickets including weekly season tickets. When a Permit to Travel machine is switched on, you must use any amount you can from 5p up to the fare to be paid. This can then be exchanged for a travel ticket at your destination or with our on-train staff.

Buying your ticket in advance

You can avoid queues by buying your tickets by credit or debit card over the telephone. Please call **08456 005 165** (0700 to 2000 every day).

You can also buy most tickets online at chilternrailways.co.uk including advance tickets and season tickets.

WHAT IF?

Q. If there is a queue at the ticket office or ticket machines, can I board the train without a ticket?

A. No. It is your responsibility to allow yourself reasonable time to buy tickets before travelling. (Whilst our staff work hard to meet our target queuing time of 5 minutes at peak times, we appreciate and apologise that sometimes these targets are not met. Therefore please ensure you allow enough time to purchase your ticket, especially during busy peak hours).

Q. What if the ticket office is closed?

A. You should use a ticket machine. If none is available use a Permit to Travel machine paying any amount you can from 5p up to the fare to be paid. If no Permit to Travel machine is available you must purchase your ticket at the first opportunity during your journey.

Q. What if I have no change for the Permit to Travel Machine?

A. Just like a passenger must pay on boarding a bus, you are responsible for ensuring that you purchase a ticket before travelling, otherwise you may have to pay a Penalty Fare.

Q. What if the ticket office is shut and all ticket machines aren't working?

A. The status of ticket issuing facilities is reported to our control centre who in turn advises our Authorised Collectors by pager.

Q. Can I pay at my destination if I am in a rush?

A. No. If you board the train without a valid ticket, you may have to pay a Penalty Fare.

Q. What happens if I travel beyond my normal destination?

A. If you are going to travel to a station that your ticket is not valid for, you should buy an additional ticket before you get on the train. You may have to pay a Penalty Fare if you did not buy an additional ticket when you had the opportunity to do so.

Q. What if I cannot produce my season ticket and/or photocard?

A. You should buy a ticket, or Permit to Travel, for the full journey you intend to make before boarding the train. You can apply for a refund on any such ticket at the station where your season ticket was issued. We will consider a refund on 2 occasions only during any 12 month period. If you do not have a valid Photocard for your season ticket you will be liable for a Penalty Fare.

Q. What if I cannot produce my Railcard or any other discount card?

A. If you buy a discounted ticket, you must keep your Railcard or other discounted ticket with you at all times. If you leave your card at home, you may have to pay a Penalty Fare.

Q. Can I use my Oyster card?

A. Oyster pay as you go is accepted on Chiltern Railways services in the London Fare Zones only. You must touch in and touch out to validate your journey; otherwise you may be liable to a Penalty Fare. Oyster Extension Permits or paper extensions must be bought before boarding.

PENALTY FARES – THE SMALL PRINT

Q. When do Penalty Fares apply?

A. 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.

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

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

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

A. If you are unable or unwilling to pay the full amount of the Penalty Fare you must pay the Authorised Collector the full single 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.

Q. Who can issue Penalty Fares?

A. 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 Fraud Squad and Revenue Protection Inspectors operate on trains and at stations in plain clothes; they will wear their Authorised Collector identity badge.

Q. Is there a right of appeal against a Penalty Fare?

A. 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.

This leaflet is intended as a guide and should not be regarded as a complete or authoritative statement of the 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 08456 005 165 (Mondays to Fridays, 0830 to 1730).

Code: XXXXX

chilternrailways.co.uk



Don't get caught out. Always buy a ticket before you travel.

Railways (Penalty Fares) Regulations 1994.

Chiltern Railways

If you think our way, *travel our way.*

WHY PENALTY FARES?

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

'Fare dodging' is a completely different matter: it is a criminal offence and we treat it as such by prosecuting offenders.

Our company's future, including our massive investment programme to improve your railway, relies on our income from ticket sales.

As well as ticket offices, self-service ticket machines which accept credit and debit cards, or Permit to Travel machines, are available at Chiltern Railways managed stations. Telesales and Internet ticket facilities also allow for the purchase of tickets in advance. Following these improvements we are now taking a stronger line on ticketless travel.

Under the terms of the Railways (Penalty Fares) Regulations 1994 and the Railways (Penalty Fares) (Amendment) Regulations 2005 you are liable to pay a Penalty Fare if you do not purchase a valid ticket before boarding one of our trains (from a station where ticket-buying facilities are available).

If you board a Chiltern Railways train without a valid ticket for your entire journey you are liable to pay a Penalty Fare of £20 or twice the appropriate full single fare to the next station stop, whichever is the greater. You will also have to pay the full undiscounted fare for the rest of your journey.

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

NO TOLERANCE FOR NON-PAYMENT

We continue to work hard to make it as easy as possible to buy a ticket. Our honest fare-paying passengers frequently tell us how annoying it is to see deliberate fare evaders 'getting away with it'. We will do our utmost to ensure that this minority of people are brought to account.

In the 12 months ending December 2008, we successfully prosecuted over 300 people for fare evasion. By trying to avoid payment of fares as low as £1.60, these people have ended up paying costs and fines over £200, to a recovered total of over £70,000 in fines and compensation. In addition, they now have a criminal record.

We have no desire to issue Penalty Fares unnecessarily. However, we will not hesitate to use the full weight of the law against both hardened fare dodgers and opportunists.

