

# Passenger's Charter

**Our promise to  
keep our  
promises.**

Valid from December 2018



# Contents

## Getting in touch with us

### How to provide feedback

Chiltern Railways Customer Services,  
Banbury ICC, Merton Street, Banbury,  
Oxfordshire OX16 4RN

Tel: **03456 005 165** Mondays to Fridays,  
0830 to 1730.

Fax: **01926 729 914**

[www.chilternrailways.co.uk](http://www.chilternrailways.co.uk)

FREEPOST Chiltern Railways

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 from Widney Manor to Kidderminster inclusive (except Solihull and Birmingham Moor St which are run by Chiltern), and from Claverdon to Stratford-upon-Avon inclusive are run by West Midlands Railway. Contact their Customer Relations at Freepost WEST MIDLANDS RAIL CUSTOMER RELATIONS  
Tel: 0333 311 0039  
[www.westmidlandsrailway.com](http://www.westmidlandsrailway.com)

Stations from Harrow-on-the-Hill to Amersham inclusive and the ticket offices at South Ruislip and West Ruislip are run by Transport for London; contact their Customer Services at 4<sup>th</sup> Floor, 14 Pier Walk, London, SE10 OES  
Tel: **0343 222 1234**  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Stations from Oxford to Heyford inclusive are run by Great Western Railway; contact their Customer Relations at Freepost RSKT-AHAZ-SLRH, Plymouth, PL4 6AB  
Tel: **0345 7000 125**  
[www.GWR.com](http://www.GWR.com)

We aim to respond to 90% of all complaints within 10 working days and 95% within 20 working days.

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## If you are not happy 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/disputes between us and our customers. 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.

Website: (including online chat):

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

Telephone: 0330 094 0362

Textphone: 0330 094 0363

(Monday to Friday 08:00 to 20:00

Saturday and Bank Holiday (08:00 to 13:00)

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

Twitter: @RailOmbudsman

Post: FREEPOST – RAIL OMBUDSMAN

## 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 information

### Online and by phone

Who	Web	Phone
Chiltern Railways	<a href="http://chilternrailways.co.uk">chilternrailways.co.uk</a> Twitter: @chilternrailway (0730 to 1930 weekdays)	03456 005 165 (0830 to 1730)
National Rail Enquiries	<a href="http://nationalrail.co.uk">nationalrail.co.uk</a>	03457 48 49 50 (24 hours) Textphone: 03456 050 600 (0800 to 2000)
Transport for London Journey Planner	<a href="http://tfl.gov.uk">tfl.gov.uk</a>	0343 222 1234

### In person

Free copies of our current timetable are available at the staffed stations we serve. Timetable posters are also displayed at stations. We will inform you at least six weeks 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 advice. This information is also available via the Chiltern Railways website. **With the exception of Northolt Park and Warwick, we will have our people on site at our staffed stations from early until late (waiting rooms are kept open until 2300) making our stations safer**

The following stations are not staffed but are provided with a telephone Help Point . Help Points are staffed 24 hours a day, seven days a week. Operators can assist with journey information and provide advice on accessibility:

- Bearley (operated by West Midlands Railway)
- Blakedown (operated by West Midlands Railway)
- Claverdon (operated by West Midlands Railway)
- Denham Golf Club
- Hatton
- Heyford (operated by Great Western Railway)
- Islip
- Kings Sutton
- Lapworth
- Little Kimble
- Monks Risborough
- Saunderton
- Stratford-upon-Avon Parkway (operated by West Midlands Railway)
- Sudbury Hill Harrow
- Sudbury & Harrow Road
- Tackley (operated by Great Western Railway)
- Wembley Stadium
- Wilmcote (operated by West Midlands Railway)

## Tickets

### Buying in person

Self-service FastTicket machines are available at most of our stations. These offer an alternative way of buying Single or Return tickets and Seven Day Season tickets with card or cash. Ticket Office opening times information is displayed at stations and on our website, [chilternrailways.co.uk](http://chilternrailways.co.uk). Our ticket offices offer a full range of National Rail tickets.

We'll monitor queuing times at our ticket offices. The times of peak demand will be published in the public timetable booklet. 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.

### Buying online

An online service is available on our website, [chilternrailways.co.uk](http://chilternrailways.co.uk). Tickets purchased online can be collected from the self-service FastTicket machines at our stations. Please ensure that you bring the payment card you have used to purchase the ticket as it is always required to collect the ticket. Tickets purchased on line can also be printed, or you can have a barcode sent to your mobile phone.

### Buying by Mobile app

You can download our mobile app from your app store and purchase tickets straight to your phone or collect them from a FastTicket machine at our stations.

### Buying by telephone

Please call [03456 005165](tel:03456005165) (0700 to 2200, every day apart from Christmas Day).

Tickets will be sent out by 1st class post if purchased by phone, or can be collected from a self-service ticket machine.

### Advance tickets and train company specific tickets Validity

We offer a great range of Advance tickets. These can only be used on specific services. If you try to use an Advance purchase ticket at other times, it will be invalid.

Tickets can generally be used on all train companies' services, but some tickets may only be used on the trains of one specific train company. You may be liable for a Penalty Fare if you travel by another company's train. It is your responsibility to check, railway staff will be happy to assist, so please ask before travelling. At unstaffed stations, this information can be obtained via the Help Points.

## Oyster cards and contactless payment

Oyster and contactless payment cards can be used between London Marylebone and Amersham (and intermediate stations), plus between London Marylebone and West Ruislip (and intermediate stations). Oyster Season Tickets (or Travelcards) can be used within the appropriate London Fares Zones, while Oyster Pay As You Go can be a really convenient way to travel around London.

Oyster Pay As You Go cannot be used in combination with any paper ticket unless you alight at the station to touch out when you change from Oyster to a paper ticket.

When using contactless cards or Oyster Pay As You Go you will be charged an entry charge when you start your journey. 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 Price Cap. Make sure that you have enough on your contactless card or Pay As You Go account to cover the cost of your journey. If you don't have enough credit to cover the cost of your journey, you may be liable for a Penalty Fare.

Equally even if you have already reached your daily Oyster Cap, it's still necessary to touch in and out for every journey, or you may be liable for a Penalty Fare or prosecution.

## 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 the day before the ticket becomes valid for travel, or if you are claiming a refund because your train is delayed or cancelled and you no longer wish to travel, or because of another rail industry problem (e.g. overrunning engineering works). Refunds must be claimed within 28 days of the ticket's expiry date for full refund. For further details regarding your refund rights, please refer to the National Rail Conditions of Travel - [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## Ticket Type Refund Allowed? Admin

Season Ticket	Yes	£10
Anytime Ticket	Yes	£5
Off Peak Ticket	Yes	£5
Super Off Peak Ticket	Yes	£5
Advance Ticket	No	

## Season Tickets

Season ticket refunds are calculated based on the difference between the amount you paid and the charge for the time the Season ticket was held. These are not pro rata. If your chosen route changes, it is possible to exchange your Season ticket. When doing so, you will need to pay the difference between the cost of the tickets based on the remaining validity or in some cases where the new ticket is cheaper, you may be entitled to a partial refund. This will be subject to a £10 admin fee. If a Season ticket is lost or stolen, you may apply for a replacement ticket. For lost tickets, we will charge an admin fee of £10. If the ticket stops working, we will replace this free of charge.

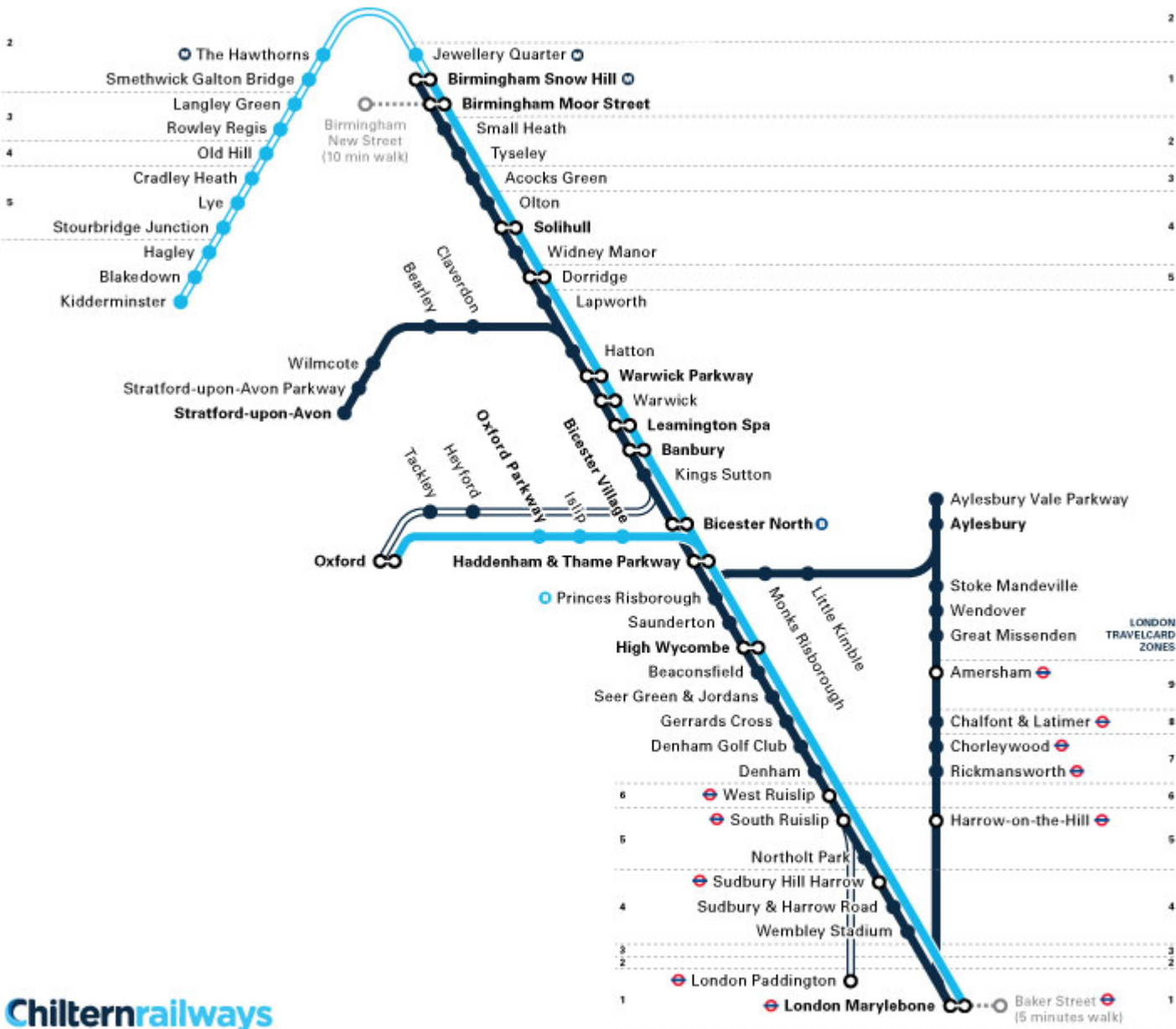
## Penalty fares

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 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 if available. In the rare cases where this is not available, you should buy a ticket as soon as is reasonably practicable during the journey.

Failure to buy a valid ticket for your entire journey when you were able to do so 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.

# Chiltern Railways route map

NETWORK WEST MIDLANDS  
FARE ZONES



**Chilternrailways**  
by arriva

- Chiltern Railways mainline
  - Occasional mainline service
  - Chiltern Railways
  - Occasional Chiltern Railways service
  - Midland Metro interchange
  - London Underground interchange
  - Princes Risborough to Chinnor Bus Link
  - Bicester Village Shuttle Bus
- Please Note:** Oyster Pay As You Go is only valid within London Travelcard Zones 1 to 9  
For details of bus links to and from all our stations, see [chilternrailways.co.uk](http://chilternrailways.co.uk)



## Train punctuality and Reliability

Chiltern Railways have a commitment to run punctual and reliable trains. Our latest performance figures are as follows:

Average for year ending	Peak punctuality Standard	Peak punctuality achieved	Reliability standard	Reliability achieved	PPM
March 15	92.00%	94.39%	99%	99.35%	94.97%
March 16	92.00%	93.25%	99%	99.35%	94.48%
March 17	92.00%	92.09%	99%	99.20%	93.13%

\* Peak punctuality is measured against advertised trains arriving in London, Mondays to Fridays from 0700 to 0959 inclusive and departing from London, Mondays to Fridays from 1600 to 1859 (except bank holidays). A train is considered punctual if it arrives at its destination within five minutes of its scheduled time.

The Reliability Standard measures the proportion of services run as against all advertised trains scheduled to run at any time Monday to Friday (except bank holidays). A train is counted as reliable if it completes half or more of the published journey length and calls at half or more of the station stops.

We display posters, which show how our performance compares to our standards, at Aylesbury, Banbury, Birmingham Moor Street, Warwick Parkway, Leamington Spa, High Wycombe and London Marylebone stations. These are updated every four weeks. We also show performance information on our website. Some causes of delay are beyond railway industry control and these are excluded from our punctuality and reliability statistics. Excludable causes include exceptionally severe weather, vandalism or trespass, passenger illness and emergency service requests to close the line, and all exclusions are clearly marked on the performance posters.

The railway industry also records performance through the Public Performance Measure (PPM) PPM is measured against all advertised trains from Monday to Sunday; a train is a PPM success if it calls at all station stops and arrives within 5 minutes of its scheduled time (there are no exclusions due to external events). We aim for at least 15 out of 16 trains (93.75%) to achieve PPM.

### Void Days compensation

A Void Day is where there has been serious, extended disruption during a morning and/ or evening peak period, where the cause is within railway industry control, and when no alternative (such as rail replacement service) has been provided. If we believe the performance of our train service falls below an acceptable level during the day, or peak period, it will be declared 'Void'. When declaring a Void Day we will advise affected customers and display posters at Aylesbury, Banbury, Birmingham Moor Street, Warwick Parkway, Leamington Spa, High Wycombe and London Marylebone stations. We will explain the process to customers and outline their options to claim either a Season Ticket extension or refund based on the number of Void Days. The performance on a Void Day will be excluded from the statistics used to calculate peak punctuality and reliability (see section on Season Ticket Renewal Discounts on page 9).

## Useful information

### Accessibility assistance

If you need help, give us a call before 2200 the day before travel and we can make arrangements to assist you. [03456 005 165](tel:03456005165) (daily, 0800 to 2200 excluding Christmas Day).

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 (for more information see the Disabled Travellers section of our website [chilternrailways.co.uk](http://chilternrailways.co.uk)) We monitor the use of designated parking spaces and where insufficient capacity exists we will provide more designated spaces as necessary.

Details of the facilities provided at each station are set out in the leaflet 'Making rail accessible: Guide to Policies & Procedures', which also contains details of the facilities aboard our trains. Copies are available from our website [chilternrailways.co.uk](http://chilternrailways.co.uk). 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 or most convenient suitable accessible station in your direction of travel.

Passengers with hearing difficulties may wish to enquire about train times and fares using the textphone service provided by National Rail Enquiries (Textphone [0845 60 50 600](tel:08456050600) daily 0800 to 2000).

### Bikes on trains

On Mondays to Fridays we're unable to convey non-folding cycles on our busiest trains. These are trains arriving at London Marylebone, Oxford or Birmingham Moor Street between 0745 and 1000 and trains departing from London Marylebone, Oxford or Birmingham Moor Street between 1630 and 1930. In addition, non-folding bicycles are not permitted for any part of the journey on the train that leaves Bicester North at 0623 on weekday mornings (Haddenham & Thame Parkway 0635, Princes Risborough 0644, High Wycombe 0654 and Beaconsfield 0702) and arrives at London Marylebone at 0728. This is due to the type of train used to form this service.

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

Tandems are not carried at any time on Chiltern Railways. There are no restrictions on folding bikes. Bikes are only allowed on rail replacement buses at the driver's discretion.

Please note that staff can still refuse bicycles on any train during busier times.

### 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, although perishable items will be disposed of before then as will any items which we believe could injure staff or damage our property - we charge a collection fee to cover our administration costs. These range from £20 for high value electronic goods such as laptops, to £3 for items such as books, umbrellas and gloves.

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

- Using the online form on our website. This is the most effective way to contact us at [www.chilternrailways.co.uk/contact-us](http://www.chilternrailways.co.uk/contact-us)
- Using a Lost Property form available at any Chiltern Railways ticket office, and returning it to a member of Chiltern Railways Staff.
- By phone using the contact details below

Write to: Chiltern Railways Lost Property, Marylebone  
Station, London NW1 6JJ  
Phone: [03456 005 165](tel:03456005165) (opt 3 followed by opt 2)

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 before the start of its first journey of the day as well as that leaves London Marylebone is cleared of litter. 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, including the use of e-cigarettes. Furthermore, one carriage on each of our Clubman and Silver trains is designated as a Quiet Coach. Stickers on the windows identify this carriage. Our trains are equipped to carry wheelchairs and 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 Station staff work alongside our Area 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 train companies, even for the same journey. If you are delayed the responsibility for compensation rests with the train company that operates the train you travel on (or the train on which you were originally due to travel, if different).

If you are delayed on a Chiltern Railways train journey and the cause of the delay was within railway industry control you can claim compensation. Chiltern Railways offers passengers the right to claim compensation for delays under our compensation scheme. You do not have to use this scheme to recover compensation, you can claim directly using your other legal rights including the Consumer Rights Act 2015. However, you cannot recover the same money twice so you must select one method of claiming from Chiltern Railways. If you are making a claim using our compensation Scheme you must make a claim within 28 days of the intended date of travel.

In respect of delays Chiltern's compensation policy is as follows:

Length of delay	Refund	How
60 minutes or more	You will receive the full cost of your single ticket or 50% of your return ticket	A choice of rail travel vouchers, BACS, Cheque, Card Payment or Cashable Vouchers
30 minutes to 59 minutes	You will receive 50% of the cost of your single ticket, or 25% of your return ticket	A choice of rail travel vouchers, BACS, Cheque, Card Payment or Cashable Vouchers
Less than 30 minutes	Please accept our apologies, but no refund is due	N/A

For Season ticket holders, the amount compensated will be calculated on the cost of an Anytime Single Fare for the journey you were taking and the length of the delay you incurred.

If significant delays occur we will do our best to tell you about your entitlement to claim compensation by making announcements on trains and at stations and we will hand out forms where on staff are available.

If you need to retain your ticket following the completion of your journey for a compensation claim and your destination has automatic ticket gates, please show your ticket to a member of gateline staff and say you need to keep the ticket. They will open the gate for you. For Oystercard/Contactless cards, please provide us with an Oystercard statement which can be obtained from Transport for London booking offices or their website.

If you are travelling using an Oystercard then please ensure you include a copy of your Oystercard statement with your claim so that the journey details can be verified.

Claims can be made by visiting <https://www.chilternrailways.co.uk/contact-us>

#### Season ticket renewal discount

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 92% 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 thresholds, 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 under this scheme for season tickets to/from stations between Amersham and London. (These tickets are available on both Chiltern and London Underground services. Rebate conditions for London Underground are set out on that company's website [www.tfl.gov.uk/fares-and-payments](http://www.tfl.gov.uk/fares-and-payments).)

#### Planned disruption/engineering works

Occasionally, work may need to be carried out on our line and this may result in part of our line being closed. When this happens, we will arrange alternative transport and strive to advertise any amended timetables 12 weeks in advance. You can view amended timetables at [www.chilternrailways.co.uk](http://www.chilternrailways.co.uk) Please be aware that planned and advertised changes to our timetable do not qualify for previously mentioned compensation.

## General information and other help

We have a commitment to plan services and allocate carriages to best avoid overcrowding. Whilst we can't guarantee everyone a seat, 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.

Claims for consequential loss(es) can only be considered under the terms of the National Rail Conditions of Travel. We are not able to consider any compensation claims which arise due to circumstances outside of our control. Examples of events outside of the railway's control include vandalism, the striking of a bridge by a vehicle, line closures at the request of the police or emergency services, and suicides or accidents involving trespassers. This is a summary only of excludable reasons. Further guidance is contained in the National Conditions of Travel. We reserve the right to consider additional claims in exceptional circumstances only.

The National Rail Conditions of Travel outlines your legal rights and train operators' legal obligations to you. If you'd like a free copy please ask at any staffed Chiltern Railways station who may print a copy for you, speak with our Customer Relations team on 03456 005165 (0830 to 1730) or visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

Find out more at  
**[chilternrailways.co.uk](http://chilternrailways.co.uk)**