



# Revenue Protection and Prosecutions Policy

## Our policy

Our revenue protection policy is designed to prevent fare evasion by ensuring all passengers have the correct ticket for the journey they are undertaking. When passengers travel without the correct ticket, it can result in significant financial loss to the rail industry. This can affect the price of tickets for other rail users and have an impact on reinvestment programmes to upgrade facilities.

This document outlines how people can purchase tickets and the escalation process for when people travel without a valid ticket. It also explains the process for appeal. All of the details below are in conjunction with and do not supersede the National Rail Conditions of Carriage 2012.

### 1. Purchasing a ticket

Tickets can be purchased from:

- Ticket offices
- Self service ticket machines
- Internet booking (including websites)
- Permit to travel machines
- Chiltern's Business Travel Department
- Mobile applications
- Travel agents

### 2. Making a journey

When making a journey, all tickets must be purchased at the earliest opportunity. A ticket must be purchased prior to boarding a Chiltern Railways service unless:

- The ticket office is closed
- All self service ticket machines are out of order
- Permit to travel machine was not in working order

If the above occurs, the correct ticket for your journey should be purchased at the earliest opportunity. This will either be onboard the train service in question or at the ticket office at the next available station.

### 3. Travelling without the correct ticket

#### Penalty fare

Chiltern Railways has a penalty fare scheme. A penalty fare will be given to a passenger who cannot display a ticket or the correct ticket for the journey being made or completed. A penalty fare will not be issued if the opportunity to purchase a ticket was not available. The penalty fare is £20 or double the single Anytime fare to the next station (depending which is the greater amount). In addition, a ticket from the next station to the destination station will also apply.

Upon receiving a Penalty Fare Notice, an appeal or payment must be completed within 21 days of issuance. The payments and appeals of penalty fares are managed through the Independent Revenue Collection and Support (IRCAS). They can be contacted on 0844 544 8458 or online at [www.ircas.co.uk](http://www.ircas.co.uk).

#### Appealing a penalty fare

Appeals must be made in writing and cannot be made by telephone. Any correspondence should explain why a valid ticket or another authority to travel was not produced. Details of any other information available to support your explanation

## Travelling without the correct ticket (continued)

should also be included. All appeals will be judged on their own merit taking into consideration the facts supplied. An appeal can be made at [www.ircas.co.uk](http://www.ircas.co.uk), or in writing to Independent Appeals Service, PO Box 212, Petersfield, GU32 9BQ.

### Non-payment of a penalty fare

If no payment is received or an appeal is made within 21 days, further contact will be made and an administration fee will be added to the amount due. This will occur every time contact has to be made to request payment. If the outstanding balance is not paid in full, further action can be taken to pursue the debt. The most serious course of action is the use of a debt collection agency, and/or prosecution in the criminal courts.

### Payment

Payment can be made through one of the channels below:

- Online at [www.ircas.co.uk](http://www.ircas.co.uk)
- Telephone – 0844 544 8458
- Post – visit [www.ircas.co.uk](http://www.ircas.co.uk) or read the rear of the Penalty Fare Notice about details for postal payments

### Prosecutions

If it is believed that there was an intention to travel without the correct ticket, a prosecution of an individual may be taken. This may also include the attempted remuneration of previous journeys made if there is a belief that the offence has been repeated on a previous or multiple occasions. Any prosecution will commence with correspondence to allow further details to be obtained and judged against the details supplied.

### Process for prosecutions

An authorised collector will caution and take a statement when an offence is believed to have been committed. A letter will be sent and this will allow the opportunity to give details to the prosecutions team to clarify the occurrence. On receipt, the team will review this and decide if the matter needs to be escalated for legal proceedings.

Chiltern Railways retains the right to outsource its prosecutions. Contact details for Prosecution Service correspondence will be given when a statement is requested. If an offence is deemed extremely serious this may be passed to the British Transport Police to investigate. Any fare evasion is contrary to either the Regulation of Railways Act 1889 or the Railway Bylaws 2005. If fraudulent acts are found to be consistent, these may be prosecuted in accordance with the Fraud Act 2006.