

**Chiltern Railways**



Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form and send it to:  
**Chiltern Railways, Business Travel Service**  
**Bicester North Station**  
**Buckingham Road**  
**Bicester**  
**Oxfordshire OX26 6EF**

Originator's Identification Number

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Name and full postal address of your Bank or Building Society

Reference Number

**Instruction to your Bank or Building Society**  
 Please pay Chiltern Railway Co. Ltd Direct Debits from the account detailed in this Instruction subject to safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Chiltern Railway Co. Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

**The Direct Debit Guarantee**



- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Chiltern Railway Co Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Chiltern Railway Co. Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time, by writing to your Bank or Building Society. Please also send a copy of your letter to us.

This guarantee should be detached and retained by the Payer

**Monthly Money Saver**

Chiltern Railways are now offering a direct debit payment scheme for monthly season tickets.

By joining the scheme, not only do you save time by avoiding queues, you will receive **12 months travel for the price of 11.**

To join the scheme, please fill out the application form and direct debit mandate and post it to our Business Travel department at the address below.

This form can also be downloaded from our website [www.chilternrailways.co.uk/season](http://www.chilternrailways.co.uk/season)

Please see the enclosed terms and conditions.

**Chiltern Railways**  
**Business Travel Service**  
**Bicester North Station**  
**Buckingham Road**  
**Bicester**  
**Oxfordshire**  
**OX26 6EF**



Information correct at March 2012

**chilternrailways.co.uk**



**Chiltern Railways**

## Terms and Conditions

### 1. Operation of Scheme

1.1) Passengers must complete the season ticket application form and direct debit mandate (both included in this leaflet and available at <http://www.chilternrailways.co.uk/season>) and post them to the following address to be received by 10th of the month before the first ticket is due to start.

Chiltern Railways  
Business Travel Service  
Bicester North Station  
Buckingham Road  
Bicester  
Oxfordshire  
OX26 6EF

1.2) We will forward your direct debit mandate to your bank. Please note that direct debits are not possible with some types of bank account.

1.3) If your direct debit mandate has been accepted we will take the monthly price from your account around the 20th of the month.

1.4) As long as payment has been received correctly we will issue your ticket to be valid from the 1st of every month.

1.5) Tickets will be posted to you.

1.6) Thereafter the monthly price will be taken around the 20th of every month for the next 10 months and tickets will be valid from the 1st of each month.

1.7) After you have paid for 11 consecutive monthly tickets no charge will be made on the following month and your free ticket will be valid from the 1st of that month.

1.8) Unless you ask your bank to cancel the direct debit the price of the ticket will be collected from your account around the 20th of the next month and the annual cycle will start again.

### 2. Tickets available

2.1) Monthly tickets can be purchased for journeys that can be made across the Chiltern Railways network. Travelcard season tickets are also available, providing the origin station is on the Chiltern Railway network and is outside the London zonal area.

### 3. Price

3.1) The current monthly season ticket price for your chosen type of ticket will be charged (that is the price that applies on the first day of validity of each ticket).

3.2) If the price changes during the 11 months for which payment is due we will notify you of the change in value of your direct debit 10 working days before the new price is taken from your account.

### 4. Refunds

4.1) You may refund any of the monthly tickets for which you have paid and the refund will be calculated on the normal basis and the normal administration charge will apply.

4.2) Refunds will be made by cheque and posted to the address you provided in your application form.

4.3) Refunds can only be made on application in writing to the address shown in clause 1.1.

4.4) The free monthly ticket offer will not apply if any of the previous 11 tickets have been fully or partially refunded.

### 5. Change to origin or destination

5.1) In order to be eligible for the free monthly season ticket you must have purchased 11 consecutive monthly tickets with the same origin and destination.

5.2) You may change the type of ticket that you purchase but if you do so you may lose the entitlement to a free ticket and may need to purchase 11 consecutive tickets of the new type to be eligible. You can continue to pay by direct debit.

### 6. Travel on other operator services

6.1) You may travel on any permitted routes on which your ticket is valid. Please enquire if you are in doubt about whether a particular route is permitted.

6.2) The free ticket has exactly the same validity as the paid-for tickets.

### 7. Missed payments

7.1) If a payment is missed we will write to you and advise you that you have missed a payment and your participation in the scheme is therefore terminated.

7.2) Chiltern Railways will not normally make any charge if you miss a payment but reserve the right to do so if we have had to pay a charge as a result of your non-payment.

7.3) You may be liable to a charge from your own bank if you miss a payment.

7.4) You may apply to start a new scheme but you will need to purchase 11 monthly tickets before you are entitled to a free monthly ticket.

### 8. Change of bank account

8.1) If you intend to transfer your direct debit from one bank account to another please notify us in advance (at the address in clause 1.1).

8.2) In the event of there being any problem with the collection of your direct debit due to a change of bank account we will treat this event sympathetically if you have notified us in advance according to clause 8.1.

8.3) We reserve the right to treat a non payment due to the changes of bank account in the same way as other missed payments according to clauses 7.1 to 7.4 inclusive.

### 9. Children

9.1) You may purchase a ticket on behalf of a child at the child price on the same terms as above.

### 10. Non delivery

10.1) In the event that your ticket does not arrive at least three working days before the start of its validity please contact our Business Travel Service on **01494 420177** and alternative arrangements will be made.

### 11. Conditions of Carriage

11.1) Any rail ticket is subject to the National Rail Conditions of Carriage including tickets purchase under this scheme.

11.2) The additional terms and conditions outlined above apply in addition to the normal rules that apply to monthly season tickets.

11.3) Passengers may be able to claim for any delays over 30 minutes (see [www.chilternrailways.co.uk/help](http://www.chilternrailways.co.uk/help)). This applies to free tickets as well as to the paid tickets.

11.4) In the case of Travelcards Transport for London Conditions of Carriage will apply to any journeys on the London Underground, London Buses, Tramlink or Docklands Light Railway.

## Monthly Money Saver Application Form

Mr  Mrs  Ms  Other \_\_\_\_\_

Name \_\_\_\_\_

Home address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Email \_\_\_\_\_

\_\_\_\_\_

If the delivery address differs from your home address please state below:

Delivery address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Travelling:

From; \_\_\_\_\_

To; \_\_\_\_\_

Start date: 1st / \_\_\_\_\_ / \_\_\_\_\_

Season ticket photocard number \_\_\_\_\_

Please tick here if you would like to receive marketing information about Chiltern Railways by email.

For more information please visit <http://www.chilternrailways.co.uk/privacy>