

Passenger's Charter

February 2017



Great Northern

GX
GATWICK EXPRESS

SOUTHERN

ThamesLink/

Passenger's Charter

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1.0 Welcome

Govia Thameslink Railway is the name of the company running your train service. There are four routes: Gatwick Express, Great Northern, Southern and Thameslink.

You're in experienced hands as our parent company Govia is responsible for nearly 30% of all UK passenger rail journeys through our combined franchises.

I know your main concern is not who we are but what your journeys are going to be like, whether we will listen to your concerns and opinions and how we drive continuous improvement.

From our customer research we know your main priorities are less crowded trains, reliability, and value for money, frequency of trains, and cleaner trains and stations. Our priorities mirror yours and we are committed to improving these areas over the course of this franchise.

To improve the journey experience we'll be introducing three new train fleets on Thameslink, Great Northern and Gatwick Express.

We are committed to a programme of upgrading our stations and Wi-Fi will be introduced at over 100 of them. At stations you will see improved shops and cafes, upgrades to passenger information systems and CCTV, new ticket machines and gatelines and improved accessibility and more stations staffed from first to last train. The Thameslink Programme that's underway now will also bring massive improvements to cross-London services and journey opportunities.

This is the largest franchise in the UK, with 22% of the UK's Passenger rail services. A Passenger Service Director manages the Thameslink and Great Northern routes and another is responsible for the Southern and Gatwick Express routes.

I can't guarantee that everything will always run smoothly, but the plans we have now will help deliver a better railway for the future. For some of you much of 2016 has meant disruption and uncertainty but we remain committed to delivering a safe, reliable and punctual service. Against a period of unprecedented change and investment on this part of the network we look forward to delivering our promises now and in the future.



**Charles Horton, Chief Executive Officer, (CEO)
Govia Thameslink Railway (GTR)**

2.0 Passenger's Charter

We've designed our Passenger's Charter to be simple and user-friendly. The key areas we cover are:

- Our commitments to you
- Performance targets and where to find information on performance
- How to plan your journey
- The standards you can expect from us
- How we will compensate you if things go wrong
- How to contact us with your suggestions or concerns

We review our Passenger's Charter annually. Any changes we make will be after consultation with:

- Transport Focus
- London TravelWatch
- Our passengers
- Our frontline staff

We submit the revisions to the Department for Transport (DfT) for their agreement.

If you'd like to comment on any aspect of our Passenger's Charter or the services we provide, please contact our Customer Relations team:

Email **customerservices@gatwickexpress.com**
customerservices@greatnorthernrail.com
comments@southernrailway.com
customerservices@thameslinkrailway.com

Twitter **@GatwickExpress**
@GNRailUK
@SouthernRailUK
@TLRailUK

App **Gatwick Express, Southern or Thameslink App - download free from the App Store and Google Play** (Thameslink app includes travel information for Great Northern)

Website **gatwickexpress.com**
greatnorthernrail.com
southernrailway.com
thameslinkrailway.com

Telephone **Gatwick Express 0345 850 1530**
Great Northern / Thameslink 0345 026 4700
Southern 0345 127 2920

Textphone **Gatwick Express 0345 127 2940**
Great Northern / Thameslink 0800 975 1052
Southern 0345 127 2940

Address For Delay Repay and refund applications:
Freepost RTGL-ELXC-HAUU
Govia Thameslink Railway
Unit 16
Coalfield Way
ASHBY-DE-LA-ZOUCH
LE65 1JT

For all other contacts:

Govia Thameslink Railway
Customer Services
PO Box 10240
ASHBY-DE-LA-ZOUCH
LE65 9EB

Copies of our Passenger's Charter can be found at our staffed stations or from Customer Relations or can be downloaded from our websites. The Passenger's Charter is available in large print and braille on request.

3.0 National Rail Conditions of Travel

Our Passenger's Charter does not affect your legal rights which are set out in the National Rail Conditions of Travel. You can download this from one of our websites or from nationalrail.co.uk

4.0 Our commitments to you

We have made a number of commitments to the Government, and ultimately to you on how we will run the franchise. These include:

- A new and significantly improved timetable
- Improving punctuality and reliability, and providing information on performance
- Brand new trains on Thameslink, Great Northern and Gatwick Express services. Modern, air conditioned trains to King's Lynn, Peterborough and Cambridge
- Clean and well maintained trains
- Introducing our key Smartcard across the route
- Introducing free Wi-Fi
- Investing in stations to improve facilities and cleanliness
- Delivering our app, 'On Track', information and ticket sales
- Investing around £10m in staff development to enhance customer service skills and increase technical expertise
- Providing frontline staff with tablets so they have up-to-date information at their finger tips
- Delivering the Thameslink Programme with our partners
- Working in partnership with local communities
- Reducing our impact on the environment
- Running a safe railway
- Listening to your views and using your feedback to improve our service

We will revisit our plans and commitments every year and resubmit them to the Government. When we do this, your feedback plays an integral part in our business planning.

4.1 Our targets

4.1.1 Train performance

The works at London Bridge have had a major impact on the reliability of our Southern and Thameslink services. So in early 2016 we drew up a performance improvement plan with Network Rail.

The initiatives in our plan included:

- Further infrastructure upgrades at key junctions
- New maintenance regimes
- Further timetable improvements
- New trains
- Recruiting and training more drivers

Industry performance targets

Public performance measure (PPM) is a standard method of measuring performance in the rail industry.

It measures the percentage of trains that arrive at their destination within five minutes of their scheduled arrival time having called at all the stations booked in the timetable. Because of the problems caused by the London Bridge works our PPM targets were revised. We have taken our performance in early 2015 with the new London Bridge infrastructure in place as a baseline from which to calculate the figures. This means they now reflect the real improvements in reliability and punctuality that you will experience over the coming years.

PPM targets

Year starting September	2014 / 2015	2015 / 2016	2016 / 2017	2017 / 2018	2018 / 2019	2019 / 2020	2020 / 2021
PPM target (%)	89.1	85.8	87.0	88.6	89.9	TBC*	TBC*

TBC* = To be confirmed

4.1.2 Customer satisfaction

We set yearly Passenger Experience Measure (PEM) targets for customer satisfaction. These are a combination of the independent, twice-yearly National Rail Passenger Survey (NRPS) results and our own audit Quality Experience on Stations and Trains (QuEST).

Our annual PEM targets are:

Year	2015	2016	2017	2018	2019	2020	2021
Target	76%	80%	82%	83%	84%	84%	84%

We publish NRPS results and QuEST scores on our websites.

We publish detailed performance figures on our websites every four weeks and monthly updates on the progress of our improvement plan. We also publish:

- Our on-time performance for each service group
- Percentage of peak services operating with less than planned capacity
- Cancellations data

Every six months we also publish data on the number of passengers travelling on peak trains.

4.1.3 Reducing fare evasion

It is estimated that fare evasion costs the rail industry around £240 million a year. This is unfair on the vast majority of you who are honest and pay your fares and the money could otherwise be invested in better services.

We work alongside other train companies, Transport for London and British Transport Police to reduce ticketless travel.

Our targets for ticketless travel	Our targets for ticketless travel
September 2014 to September 2015	2.8%
September 2015 to September 2016	2.6%
September 2016 to September 2017	2.5%
September 2017 to September 2018	2.5%
September 2018 to September 2019	2.5%
September 2019 to September 2020	2.5%
September 2020 to September 2021	2.5%

You can find our latest results for ticketless travel on our websites.

5.0 Customer report

5.1 Connections

Twice a year our customer report, Connections, is published. In this report we will update you on the progress we've made particularly in the areas you've told us are your priorities. We will also report on how we're performing against our targets for train performance, customer satisfaction, and ticketless travel.

Connections is available on our websites or as a printed copy from key stations.

6.0 We want your feedback

Your views are important to us. By listening to your feedback we can measure how we're doing. And by learning from our customers and from our mistakes we will continually improve the service we provide. We know you're busy so it's entirely up to you how much you get involved but we do want to hear your views. There are a variety of ways in which you can give feedback:

- At our regular Meet the Manager events held at key stations
- Roadshows in your community at shopping centres, universities and airports
- Using the 'Your Vote' section of our website
- Tell us your preference on the improvements we invest in at your local station
- Send us comments, report problems or ask questions on our Twitter feeds [@GatwickExpress](#), [@GNRailUK](#), [@SouthernRailUK](#) or [@TLRailUK](#)
- Report safety or security worries immediately on the Eyewitness section of our app
- Contacting Customer Relations

When we structured our organisation we built in mechanisms to ensure we take your opinions on board and to let you know how we're acting on them. We have a Customer Satisfaction Board, made up of the senior management team, they consider your feedback, and oversee action plans.

We work closely with Transport Focus and London TravelWatch, who are passenger watchdogs, carry out customer research, conduct surveys with passengers including the independent National Rail Passenger Survey carried out twice a year by Transport Focus, and consult with rail user groups across the network.

If you have any recommendations you feel could improve our services, or would like to comment further, please contact us online, by phone or by writing to our Customer Services team.

6.1 Online Passenger Panel

Any customer can apply to join our Online Passenger Panel.

It is a place to voice your opinions and have a direct influence on how we operate.

There is a password protected section of the website where we will host:

- Monthly surveys
- Quarterly web chats with our CEO and other staff
- A place to post issues and receive votes
- Results of surveys, transcripts of web chats and work carried out on issues the panel has considered

6.2 Customer Cabinets and Access Advisory Panels

If you want to get really involved, we've set up face-to-face forums for small groups of customers and frontline staff to meet every two months.

The cabinets and panels work independently but have regular contact with our staff and senior management team. They have the necessary support and budget for self-generated projects.

The cabinets started in late 2015. There is one cabinet covering Great Northern and the northern part of Thameslink and a second for Gatwick Express, Southern and the southern part of Thameslink. Anyone can apply via our website, there's a recruitment process to make sure the cabinets have a broad representation of passengers.

Access Advisory Panels began in late 2016. We have one covering the Great Northern and Thameslink part of the route and one for Gatwick Express and Southern. The panels suggest accessibility improvements across our network so please check our websites for updates and latest information.

7.0 Information to help you plan your journey

We want you to be able to make an informed choice about how and when to travel. We will provide comprehensive, accurate and timely information about our train services, station facilities, promotions and fares before and during your journey. You can find this information via the options below:

7.1 Our website

Use our websites to find out about the services we provide. We keep the sites up to date with information and useful and relevant offers. On our websites you can find:

- Up-to-the-minute train running information and details about delays and cancellations
- Online journey planning
- A mobile friendly version of the website
- Online ticket sales including season ticket renewals and special promotions
- Delay Repay web forms to make compensation claims following service disruption
- Destination guides featuring things to see and do
- Station information including details of car, motorcycle and bicycle parking at stations
- Information about carrying bicycles on trains
- Details about access and facilities for disabled passengers at stations and on trains
- Links to other transport websites for easy planning of onward travel
- Timetables, Passenger's Charter and Disabled People's Protection Policy
- Performance statistics
- Dates for Meet the Manager events
- Details of upcoming engineering work and timetable alterations
- Create your own customised timetable and download as a PDF document

Visit tfl.gov.uk to find out about travelling by public transport in London on tubes, buses, Docklands Light Railway and London Overground services. Visit nationalrail.co.uk to find out about connection journeys across the UK.

7.2 Our Apps

Our Apps are interactive and can help you plan your journey. You can find:

- A personalised dashboard with live information on your regular journeys
- Your journeys saved as favourites
- An easy-to-use journey planner
- Your route on a live interactive map

- Live information on London Underground services
- Ticket sales
- Station and train facilities, including station accessibility information
- Our Twitter feed
- Direct contact with Customer Services
- Delay Repay
- Information on average passenger numbers for each train

You can download the Gatwick Express, Thameslink or Southern apps free from the App Store or Google Play. (These apps will provide information about all UK rail services including Great Northern).

7.3 Email alerts

Get up-to-the-minute information on how our trains are running by signing up to email alerts.

7.4 Twitter

Follow us on Twitter for up-to-the-minute information on our services on **@GatwickExpress**, **@GNRailUK**, **@SouthernRailUK** or **@TLRailUK**. You can ask questions and make suggestions.

The account is monitored 24 hours a day, seven days a week (except Christmas Day and Boxing Day).

7.5 Leaflets and timetables

A wide range of information about our products and services are available at staffed ticket offices or via customer relations. Pocket timetables detail services across our network including those of other operators.

You can get copies of our new timetables from all staffed stations at least 28 days before the timetable starts or you can download them from our website.

7.6 Posters

You will find the following posters displayed at our stations:

- Timetable information
- Performance results for the previous 12 months
- Information on any planned changes to train times due to engineering works
- Details of promotions, special offers and other initiatives
- How to contact us

Information posters that include:

- Ticket office opening hours and the definition of peak hours
- How to buy a ticket when the ticket office is closed
- Local sales outlets for train tickets
- How to purchase tickets by phone and using the internet
- The location of the nearest public telephone
- The National Rail Enquiries telephone number **03457 48 49 50**
- Local transport services, with directions
- Guidance for passengers with special requirements
- Contact details for Great Northern, Gatwick Express, Southern and Thameslink, as well as any other train company serving the station

For timetable changes due to planned engineering works, posters will display details of alternative train or replacement bus services at least five days in advance.

If we have to run an emergency timetable, we will give you as much notice as possible through our website and app, National Rail Enquiries, local radio, on-station information, Twitter and email alerts.

7.7 Up-to-the-minute information on our trains and stations

All our stations have real-time customer information systems that give up-to-date, information about departures and arrivals and any delays or disruptions.

Our stations have help points and / or access staff, to providing up-to-the-minute train information.

In the event of disruption station staff will make announcements as soon as possible.

Some of our trains have automatic audio and visual information systems, the information provided depends on the type of train. The minimum information we provide is:

- The train's main stops and final destination
- The name of the next station as the train approaches
- The name of the station when the train arrives there

Some of our older trains don't have an automatic passenger information system so our drivers will make announcements. They are trained to take the needs of visually impaired, deaf or hearing impaired people into account.

All our new trains will have automated audio and visual information systems.

Our drivers will make announcements where possible if there is a delay or disruption so that you have the most up-to-date information.

7.8 Other sources of information

Information on other forms of public transport including the Underground, bus, coach, tram or ferry services is available from:

Traveline traveline.org.uk
0871 200 2233

Transport for London tfl.gov.uk
020 7222 1234

8.0 Buying your ticket

We are committed to providing accurate and impartial ticket retailing. The National Rail Conditions of Travel sets out the legal contract when you buy a ticket and travel by train.

There are a range of ticket types available according to the time you want to travel and the level of flexibility you need. These include:

- **Advance:** buy in advance, sold in limited numbers and subject to availability. They are only valid on the date and train specified
- **Off-Peak:** buy any time, travel off-peak
- **Anytime:** buy any time, travel any time
- **Season:** unlimited travel between two stations for a specified period or within specific zones

8.1 Ticket offices

We will sell you the ticket that most suits your needs, regardless of whether or not you're travelling on our trains and promise to give you fair and impartial information.

You can pay with cash, credit or debit card. A list of accepted cards is on display at each ticket office window. We display ticket office opening hours, and the definition of peak and off-peak times at each station along with alternative ways of buying tickets, such as ticket machines.

8.2 Queuing times

Please leave enough time to buy your ticket. If you want to renew a season ticket or make a reservation on another train operator's services it may be better to avoid the busy morning and evening rush hours. This helps our staff give you the best possible service.

Our aim is that most of the time you shouldn't have to wait for more than three minutes before being served, and no more than five minutes during busy peak periods. Busy times vary from station to station so we display this on local information posters.

We carry out regular checks as part of our service quality audits to make sure that we meet these standards and sort out any problems.

8.3 Self-service ticket machines

There are self-service ticket machines at nearly all our stations and we plan to install them at those that don't currently have them. They provide a quick way of buying or collecting a wide range of tickets, including those bought online and weekly season tickets. The methods of payment you can use vary – some take both cash and cards, some only cash, and some only cards.

If your money is retained by a ticket machine but no ticket is issued, report it to the nearest ticket office or Customer Relations as soon as possible.

8.4 On our website or app

You can buy the full range of Anytime, Off Peak and Advance tickets on our website or App.

You can buy season tickets on our website for Thameslink, Great Northern, Southern and Gatwick Express routes (not for routes outside our network), but you can't buy season tickets on the app.

You can collect your tickets from self-service ticket machines at stations or we can post them to you.

8.5 The key smartcard

From autumn 2015 our new key smartcard was extended and is available for use on the Great Northern route (between London, Royston and Huntingdon) and for Thameslink customers.

The key makes it easier to buy tickets - you will no longer have to collect them at stations or by post, and you can buy or renew season tickets. It's easier to replace lost or stolen tickets as we can cancel your card immediately and issue another.

8.6 Oyster Pay As You Go / Contactless

Within the Oyster area, you can pay for your journey on our services in London fare zones 1 - 6 with Oyster Pay-As-You-Go (PAYG) and Contactless.

You can top up your PAYG at self-service ticket machines or other PAYG outlets. Oyster validators are at every station in the Oyster area. As long as you have enough PAYG credit on your Oyster Card to touch in at the beginning of your journey and out at the end, you will be charged the correct fare.

For queries about Oyster or contactless payment visit tfl.gov.uk or call **0343 222 1234**

8.7 Children

Up to two children under five can travel with you free of charge if you have a valid ticket, they can only sit in a seat if it's not needed by another passenger with a ticket.

Children under 16 are entitled to discounts on most tickets.

8.8 Group Travel

If you are travelling in a group of between three and nine people you could qualify for a GroupSave discount of up to 34%. Our website outlines where and when you can travel. You can book in advance or just turn up at the station.

If you are travelling in a group of 20 or more people you should contact our Group Booking Services in advance on:

Thameslink / Great Northern	0345 026 4700
Southern	0345 127 2920
Gatwick Express	0345 850 1530

The team will tell you which trains have sufficient seats for your plans and you may qualify for a discount.

9.0 Accessibility and disabled passengers

We are committed to making our services and facilities as accessible as possible through a programme of accessibility improvements. Our policy is to cater for your specific needs wherever possible with staff trained to help you. In addition, our friendly and knowledgeable Assisted Travel team can answer your questions and discuss any assistance you may need.

Our commitments to improving accessibility across our network include:

- By 2018 we will be introducing to our routes new trains with improved accessibility
- Investing in new or refurbished facilities at stations
- Improving access, Blue Badge parking and interchange with other forms of transport as part of our Station Travel Plan programme
- Improving customer service by training our staff in disability and equality awareness
- Completing regular mystery shopper audits and call back surveys of passengers who have used our Assisted Travel Service to tell us where we need to improve facilities
- Creating accessibility ambassadors to train colleagues, investigate problems, and lead local initiatives to improve the quality of assisted travel

9.1 Assisted Travel Service

Our Assisted Travel Service is available for passengers with specific needs to book assistance. We participate in the National Rail booking system Passenger Assist. We can book your entire train journey even if you change onto another operator's trains, and, wherever possible, give assistance tailored to your individual needs.

We recommend booking assistance 24 hours in advance of your journey so we can be sure of having the staff and any necessary equipment in place to help you. We will do all we can to help even if you book less than 24 hours in advance or not at all.

You can contact our Assisted Travel Service 07:00 to 22:00 every day except Christmas Day on:

Freephone:

Thameslink / Great Northern	0800 058 2844
Southern / Gatwick Express	0800 138 1016

Textphone:

Thameslink / Great Northern **0800 975 1052**

Southern / Gatwick Express **0800 138 1018**

Or via the website:

thameslinkrailway.com/assistedtravel

greatnorthernrail.com/assistedtravel

southernrailway.com/your-journey/accessibility

gatwickexpress.com/en/your-journey/assisted-travel

If you have impaired hearing please use the Textphone service run by National Rail Enquiries to ask about train times and fares. The number is **0345 60 50 600**, available 24 hours every day except Christmas Day.

If we fail to provide the assistance you booked through our Assisted Travel Service and you were unable to travel, let us know immediately. We will investigate why this happened and arrange a refund.

9.2 Our Disabled People's Protection Policy

Our leaflet 'Making Rail Accessible: Helping Older and Disabled Passengers' has more information and is available from all staffed stations, on our website or on request from our Assisted Travel Service. It includes details about discounted tickets, accessibility at stations and on trains and what to expect if your service is delayed or cancelled. More information can be found on our website.

10.0 Fraudulent travel

There are unannounced ticket checks from time to time at our stations and on trains. We take fraudulent travel seriously and are working to reduce the incidences of travel without a valid ticket.

We have installed automatic ticket gates across the network to help reduce fare evasion and keep stations safer. If you need to retain your ticket following completion of your journey, please show it to a member of gateline staff. They will open a gate for you.

It is your responsibility to purchase a valid ticket, and this must be done wherever possible before you board a train. If you do not have a valid ticket you may be issued with a penalty fare or even be prosecuted resulting in a criminal record.

10.1 Penalty fares

We operate a penalty fare system. When travelling on our services you must have a valid ticket or validated Contactless / Oyster Card for your entire journey for the class of travel you are using. If your ticket has a railcard discount applied, you must have your railcard with you.

If you start your journey at a station that has neither a staffed ticket office nor a self-service ticket machine there will be a permit to travel machine. You must obtain a permit from this machine.

If you have bought a permit to travel at the start of your journey, you must exchange this for a ticket as soon as is reasonably practical at any staffed ticket office or from a member of staff on the train.

If you travel without a valid ticket from a station where ticket facilities are available, the full range of tickets won't be available to you on the train or at your destination station. You may also be charged a penalty fare of £20 or twice the full single fare to the next station, whichever is the greater amount. In certain circumstances we may consider taking legal action.

If, for any reason, all ticket sales facilities are unavailable at a station, you may board the train without a ticket and won't be charged a penalty fare. Our staff on the train will know about the problem and will sell you the most appropriate ticket from the full range available for your journey with a railcard discount if applicable.

If you don't see a member of staff on the train, you must buy a ticket from the station where you get off. The full range of tickets will be available, with a railcard discount if applicable, and you won't be charged a penalty fare.

If you receive a penalty fare, instructions are provided on how to appeal should you choose to.

You can find full details of our penalty fare policy on our website, or you can get copies of our penalty fare leaflet at any staffed station.

11.0 Our stations

As part of our drive to raise standards, we aim to provide safe, comfortable and attractive stations, which are clean and well maintained, with trained, helpful staff.

Our stations are well lit, and at main stations and car parks, we conduct regular security checks. We work with the British Transport Police to combat crime and anti-social behaviour on our railway. Our CCTV systems produce images we can download.

11.1 Our programme of station improvements

We are committed to investing in our stations throughout the franchise including:

- Additional CCTV
- Information screens
- Accessibility improvements
- New and upgraded toilets
- New shops and cafes

11.2 Staff

You'll find staff at most of our stations – our website indicates the staffed times. All our frontline staff have on-going training so they:

- Have the skills and knowledge to help you with any aspect of your journey
- Are on hand to assist you, particularly if services are disrupted
- Are courteous, helpful and willing to assist you with any problems or queries
- Are smartly dressed, easily recognisable and wear name badges

12.0 On the train

12.1 Our trains

We aim to provide a safe, clean and comfortable travelling environment. We are introducing brand new trains and a rigorous cleaning regime to keep our trains clean and smart.

Our new trains will be:

- Between 2016 and 2018 - 115 new Siemens Class 700 trains (1,140 carriages in total) on Thameslink routes delivering increased capacity for passengers
- In 2016 we began the introduction of 108 new custom built train carriages on Gatwick Express. The 27 four-car Class 387/2s trains are specially designed for the rail air route with easier boarding, better luggage space, two by two seating and Wi-Fi
- By 2017 newer, Class 387 trains will operate on some Great Northern services
- In 2018, 25 new Metro trains (four carriages each) on Moorgate services with more capacity, improved reliability, air conditioning and passenger information systems

12.2 Finding a seat

We operate a walk on service so you can travel on any of our trains if you have a valid ticket. We know the ability to turn up and travel is something you value, but it means we can't guarantee a seat especially during peak periods.

Our aim is that nobody should stand for more than 20 minutes, even during our busiest times. We regularly monitor the number of people on each train using automatic passenger load detection equipment or manual counts. We use the information to help plan future services. You can find more about passenger loading on our websites to help you choose less busy services.

On Southern services, advance tickets require a reservation ticket to identify which train they are valid on. The reservation ticket entitles you to board a particular train, but does not identify or guarantee a specific seat.

12.3 Priority seating and wheelchair spaces

We provide clearly designated seating for disabled passengers, expectant mothers, older passengers and those with mobility issues on all our trains. Our Priority Seat Card allows you to demonstrate your need to sit down to passengers sitting in those seats and ask them to move elsewhere.

Full details on applying for a Priority Seating Card are on our website or you can call Assisted Travel.

All our trains can accommodate wheelchairs. The locations of wheelchair spaces are clearly indicated by signs on the outside of the train doors.

12.4 First Class

There are First Class seats on the following Great Northern, Southern and Thameslink routes, but not necessarily to all intermediate stations:

- Brighton to Bedford
- London to Cambridge and King's Lynn
- London to Peterborough
- London to Gatwick, Brighton, Portsmouth Harbour, Southampton Central, Ore, Littlehampton, Bognor Regis, Uckfield and East Grinstead

Our timetables show which trains have First Class accommodation.

12.5 Taking bikes on our trains

We welcome passengers with bikes when there is enough space for them to be carried safely. At our busiest times we cannot carry non-folding bikes. You can bring compact folding bikes at any time but they must be fully folded before boarding and remain folded throughout the journey.

We can't accommodate non-folding bikes on our busy morning and evening peak Monday to Friday services. More comprehensive details of our cycle policy are on our websites.

Further restrictions

In addition, we cannot carry non-folding bikes on:

- Any train where your bike may cause an obstruction
- When a member of staff asks you to remove your bike
- Replacement bus services, unless otherwise stated in related publicity material

Do not lock your bike to any part of the train or leave it unattended at any time. You must remove your bike from the designated wheelchair space if a passenger using a wheelchair needs it.

Space on board our trains for bikes is limited due to the high number of passengers we carry. Almost all stations we call at have cycle parking facilities and we're working with Local Authorities, Network Rail and other partners to improve and increase them further.

Abuse of the above instructions is a breach of Railway Byelaws which can result in legal action. You can download a copy of them from gov.uk/government/publications/railway-byelaws

12.6 Luggage and pets

The National Rail Conditions of Travel provides further information around the luggage that train operators accept on their services.

Our staff can help disabled passengers with their luggage but can't carry heavy items or lots of bags when they are helping you. This is especially the case if you're a wheelchair user or visually impaired, as they will need free hands to assist or guide you. There are luggage trolleys at:

- Brighton
- Gatwick Airport
- London Bridge
- London King's Cross
- London St Pancras International

Some pets can travel with us but please don't put them on seats and use appropriate restraints and containers. There are different rules for assistance animals.

12.7 Smoking

We have a strict no smoking policy on our stations and trains. This includes electronic cigarettes and vaping.

12.8 Changing between trains

In the interests of customers already on a connecting train, onward services are not normally held for late-running connections. We give special consideration to services that operate infrequently, or are the last connecting service of the day.

Our timetable says how long you should allow for changing trains at each station. This is typically five minutes but is longer at some stations. You can find further details on connection times at nationalrail.co.uk.

12.9 Travelling to airports

We recommend you plan to arrive at the airport in good time for your flight. You should travel on a train scheduled to arrive at the airport station at least two and a half hours before the scheduled flight departure time for domestic and European destinations and three and a half hours before flights to other destinations.

Flying from Gatwick Airport

Gatwick Airport has its own station linked directly to the South Terminal and is a few minutes from the North Terminal by free transit train.

There are a number of ways you can travel by train between London and Gatwick Airport, more information is available on our Gatwick Express website.

Flying from Luton Airport

You can travel from Luton Airport Parkway station to the airport by our shuttle bus. The buses connect with trains wherever possible.

If you buy a ticket to Luton Airport, the fare includes the bus transfer but if you buy a ticket to Luton Airport Parkway you will have to buy a separate ticket for the shuttle bus.

Please check thameslinkrailway.com for more information on fares on the shuttle bus.

12.10 Travelling by Eurostar

Eurostar trains leave from London St Pancras International station - connect directly with Eurostar on our services from Bedford, Sutton, Brighton, south east London and Kent.

We recommend you arrive at London St Pancras International at least 90 minutes before your Eurostar train is due to leave. For further details, please go to eurostar.com

13.0 Car parking

There are car parking facilities at many of our stations. More information about stations with car parks including the number of spaces and tariffs can be found on our websites and where you can purchase parking tickets online.

14.0 Thameslink Programme

The Thameslink Programme will increase train capacity on one of Europe's busiest stretches of railway. It is already underway with major works in progress at London Bridge station and projects completed at Farringdon and Blackfriars.

We are working with Network Rail and other partners to complete the programme by the end of 2018. When it's finished there will be more direct services between destinations north and south of the Thames, including direct services to Gatwick Airport, and a new fleet of trains.

From December 2014 until December 2018, our Bedford to Brighton services can't run between London Bridge and Blackfriars. During this time they will run via Elephant and Castle. For more details on the programme and to sign up for updates, please go to thameslinkprogramme.co.uk.

15.0 Keeping you informed when things don't go to plan

Our commitment to keeping you informed

Providing accurate, timely information is a vital part of our service. Working with Network Rail and our industry partners, we will do our best to make sure you have the information you need when you're planning your journey. If our train service is delayed or cancelled, we will update industry systems to ensure a consistent message is available.

Frontline staff are regularly updated with current information. They will make announcements and pass on the information they receive. Our stations have help points and / or staff to provide up-to-the-minute train information including expected departure times and scheduled platforms.

When things don't go to plan we will tell you as quickly as possible:

- What the problem is
- What it means for your journey
- Any suggested alternative routes

When there are delays and cancellations we follow the Passenger Information During Disruption protocol so that information is consistent across all train operators.

15.1 Delays

If delays occur we will do our best to get you to your destination as quickly as possible. In agreement with other train operators we may re-route you if necessary, for example, we may use London Underground.

If you miss your last train because of a delay to one of our services, we will arrange onward transport either by road or with another train operator if this is not possible we will, if we reasonably can, arrange overnight accommodation.

If your journey is delayed by 15 minutes or more, our staff will proactively tell you that you can make a claim for Delay Repay compensation. 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 by handing out claim information.

We will consider any reasonable claim for additional costs incurred because of a delay to one of our services, For example, the costs of alternative travel arrangements. Claims for consequential loss will be considered under the terms of the National Rail Conditions of Travel.

If you've allowed sufficient time in line with your airline's policy and miss a flight because of delays to services and this was because one of our trains ran late or was cancelled, we will assist with onward travel arrangements if there are no trains (or replacement bus services) scheduled within 60 minutes.

15.2 Planned improvement works

To maintain the network infrastructure, our partner Network Rail has to have a rolling programme of upkeep, renewal and improvement. This may mean changes to our timetables, and therefore it's sometimes necessary to replace trains with buses. When engineering work

is needed, we will tell you about changes as soon as possible with posters displayed at affected stations.

National Rail Enquiries on **03457 48 49 50** can also tell you about engineering work 12 weeks in advance.

Before starting your journey, we strongly recommend you check your travel arrangements, particularly if you're travelling late at night or at weekends. You can sign up for email alerts which let you know about any changes to your regular journeys. You can register for email alerts on our website gatwickexpress.com, southernrailway.com or thameslinkrailway.com.

15.3 Temporary timetables

If we need to introduce a temporary timetable for any reason, for example, heavy snow is forecast, we will display details at relevant stations and on our websites as soon as possible.

15.4 Refunds

All tickets, other than season tickets

If the train you planned to catch is delayed or cancelled and you decide not to travel, return your unused ticket (except season tickets) to a station run by the operator you bought it from or the relevant retailer for a full refund. At stations we run we will give you a full refund immediately, if we can. No administration fee will be charged.

If the train service is running normally and you decide not to travel you can apply for a refund at a station run by the operator you bought it from or the relevant retailer. You must do this within 28 days of the expiry of the ticket's validity. Our staff will tell you if your ticket is eligible for a refund. You may have to pay an administration fee not exceeding £10.

Please note advance tickets are non-refundable unless you decide not to travel because your train is delayed or cancelled. However, it may be possible to change the time or date of your journey if the train you booked hasn't left yet. You will be charged an administration fee plus any excess if only a more expensive ticket is available.

Season tickets

If you no longer need your season ticket, return it immediately to the ticket office you bought it from. Tickets bought from a travel agent or online ticket retailer should be returned back to them. Any refund is based on the difference between the original price of your season ticket and the cost of travel for the time you held it, less an administration fee.

If there is only a short period of validity left, the amount refunded will be little or nothing. For example, an annual season ticket costs the same as 40 weekly tickets so after 40 weeks use there will be no refund due.

Should you anticipate being unable to use a season ticket for a lengthy period you may wish to consider applying for a refund. Our station staff can help you understand your options.

Season ticket holders who are temporarily unable to travel for more than four weeks because of sickness can apply for a discretionary partial refund. We will ask for supporting evidence, such as a medical certificate.

If you need to change your season ticket because you've moved home or your place of work, you can apply for one covering a different journey or class of travel. This applies to season tickets valid for longer than a month with at least 7 days validity left. If there is a difference in price, we will give you a pro-rata refund or charge the difference. You won't have to pay an administration charge.

15.5 Compensation

Under our Delay Repay scheme, if your journey is delayed by 15 minutes or more, irrespective of what caused the delay, you're entitled to claim compensation.

Delay Repay is based on the time you should have arrived at your final destination station, not the delay to any particular train. For example, if you're late because a train is delayed en route we will pay compensation based on the time you arrive at your destination station. We need to know the time of the train you took following a cancelled service if you are delayed due to a cancellation.

Single and return tickets

We are committed to paying the following compensation under our Delay Repay scheme:

- Delays of 15 to 29 minutes: for a single ticket at least 25% of the fare paid, or for a return ticket at least 25% of the fare paid for the affected portion i.e. either the outward or return part of your journey
- Delays of 30 to 59 minutes: for a single ticket at least 50% of the fare paid, or for a return ticket at least 50% of the fare paid for the affected portion
- Delays of 60 to 119 minutes: for a single ticket at least 100% of the fare paid, or for a return ticket at least 100% of the fare for the affected portion
- Delays of 120 minutes or more: at least 100% of the fare paid, irrespective of whether you had a single or return ticket

- If your journey on the Gatwick Express is delayed by 120 minutes we will also provide 50% off the cost of your next equivalent journey on the Gatwick Express, by way of National Rail Travel Vouchers

Season tickets

If you have a season ticket you can claim under Delay Repay. The table below shows the value of each journey you make. Your compensation will be 25%, 50% or 100% of this value as appropriate.

Season ticket type	Value of each single journey
Annual	1/464 x total ticket price
Quarterly	1/120 x total ticket price
Monthly	1/40 x total ticket price
Weekly	1/10 total ticket price

If there is a period of sustained poor performance, season ticket holders are entitled to claim enhanced compensation over and above the compensation outlined above. A period of sustained poor performance means a reporting period* in which you had delays to your journey of 30 minutes or more for 12 or more days. We will consult Transport Focus and London TravelWatch on this.

* Reporting periods are used throughout the rail industry and are agreed periods of between 28 and 33 days. We post our performance results by period on our website.

Your enhanced compensation will be either:

- Two free return journeys anywhere on our network to be used within 12 months
- National Rail Travel Vouchers for the value of a single journey between the stations for which your season ticket is valid

You can choose which one you want to receive. If we run an advertised emergency timetable, we will base your entitlement to compensation on the operation of that timetable.

Making a Delay Repay claim

You can make a claim via our websites:

gatwickexpress.com/delayrepay

greatnorthernrail.com/delayrepay

southernrailway.com/delayrepay

thameslinkrailway.com/delayrepay

Or apply using our Thameslink or Southern On Track app.

If you're a season ticket holder you can create an online account and upload a copy of your season ticket and make claims for as long as it is valid.

For other tickets, fill out your details on the website or app and upload a copy of your ticket for each claim. If you need to retain your ticket please show it to a member of gateline staff and they will open the gate for you.

You can collect a form from staffed stations, or download it from our website, and send it to our freepost address.

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

You can make a claim in writing, and send it to us with your used ticket or copy of your season ticket to:

Address **Freepost RTGL-ELXC-HAUU**
Govia Thameslink Railway
Unit 16
Coalfield Way
ASHBY-DE-LA-ZOUCH
LE65 1JT

You must submit all claims within 28 days of the journey claimed for. We cannot accept claims from a third party unless there are mitigating circumstances you tell us about.

We view seriously the submission of potentially fraudulent compensation claims and may take further action should we suspect this type of activity.

First Class

Sometimes we may be unable to provide First Class accommodation as advertised in our timetable. If you hold a First Class ticket and the train you travel on does not have First Class accommodation as indicated in our current timetable, we will refund the difference between Standard and First Class fares for the affected journey. This applies if First Class is declassified due to major disruption. For season ticket holders compensation is based on the proportional daily cost, using the same calculation as above. Please submit your claim within 28 days of the incident.

15.6 Season tickets

If your paper season ticket stops working in the automatic barrier or becomes faded, you can replace it free of charge at the station of issue. Alternatively if you purchased the ticket online, you can get a replacement at the origin or destination station (or any station along the line of route). If the print becomes illegible, we may ask you to replace your ticket at the earliest opportunity as our staff must be able to read the details on the ticket face.

Lost or stolen season tickets

Your season ticket is a valuable document and should be looked after with great care. If you lose or mislay a season ticket (or a smartcard containing a season ticket) or it is stolen, we can arrange a duplicate season ticket (or replacement smartcard) if you purchased the ticket at one of our stations or from one of our websites.

If you purchased it elsewhere, you will need to contact the retailer directly.

We can accept your application for a duplicate season ticket providing that:

- a. You tell staff at the ticket office where you purchased the ticket as soon as you can and complete all necessary application paperwork so that we can verify the validity of the claim. If you purchased the ticket online, you should go to either the origin or destination station in order to complete an application. If your smartcard is lost or stolen, please call Customer Relations as soon as possible so your card can be cancelled and a replacement card issued with your current season ticket pre-loaded
- b. You return the lost season ticket (or smartcard) to us straightaway should you find it
- c. The lost season ticket (or smartcard) is valid for one month or longer (duplicate season tickets are not given for weekly tickets)
- d. You pay a £20 administration fee for the processing of the duplicate ticket (does not apply to smartcards)

We aim to get in touch within 14 days of receiving your application or if you have a smartcard, this will be cancelled and a replacement sent within 5 working days. During the time you are without your season ticket, please ensure you purchase and retain weekly tickets matching the journey of your season ticket. Providing the application is successful, we will refund these for you.

15.7 Lost property

If we find any item of lost property we will do our best to contact the owner. If you lose something on one of our services, please use the web form on our web site.

For Thameslink and Great Northern you can collect lost items at our lost property office at City Thameslink station. For Southern and Gatwick Express you can collect lost property at London Victoria Station. We charge a collection fee to cover our administration costs.

We will immediately dispose of any perishable items or those that may cause damage or injury.

16.0 Answering your enquiries

16.1 Customer Relations and our contact details

Our Customer Relations team will answer your call as quickly as possible. We aim to answer 80% of your calls within 30 seconds. If you contact us using our feedback form or write to us with your comments or complaints, we will send an acknowledgement within five working days and a full response within 10 working days, or 20 working days if it's very complicated.

During times of unusually high demand we're sometimes unable to meet these response targets. Please bear with us as we'll respond to you as quickly as we can.

If your complaint involves another train operator, we will pass it on and let you know we have done so.

Our complaints handling procedure is approved by the Office of Rail and Road.

Please send your complaints and comments, including a daytime telephone number where possible, to:

Email	customerservices@gatwickexpress.com customerservices@greatnorthernrail.com comments@southernrailway.com customerservices@thameslinkrailway.com
Twitter	@GatwickExpress @GNRailUK @SouthernRailUK @TLRailUK
App	Gatwick Express, Thameslink or Southern App - download free from the App Store and Google Play

Website **gatwickexpress.com**
greatnorthernrail.com
southernrailway.com
thameslinkrailway.com

Telephone Gatwick Express **0345 850 1530**
Great Northern **0345 026 4700**
Southern **0345 127 2920**
Thameslink **0345 026 4700**

Textphone Gatwick Express **0345 127 2940**
Great Northern **0800 975 1052**
Southern **0345 127 2940**
Thameslink **0800 975 1052**

Address For Delay Repay and refund applications:
Freepost RTGL-ELXC-HAUU
Govia Thameslink Railway
Unit 16 Coalfield Way
ASHBY-DE-LA-ZOUCH
LE65 1JT

For all other contacts:

Govia Thameslink Railway
Customer Services
PO Box 10240
ASHBY-DE-LA-ZOUCH
LE65 9EB

16.2 Our Complaints Handling Procedure

If you want to make a complaint about our service, you can speak to any member of staff or contact Customer Relations. If appropriate we will give you compensation in line with the National Rail Conditions of Travel or our Passenger's Charter. For more details please see our Complaints Handling Procedure on our websites.

16.3 Independent consumer watchdogs

Please give us the opportunity to resolve any problems you've had with us. If however, you're unhappy with our response, you can write to London TravelWatch or Transport Focus.

These are independent statutory bodies established to assist passengers with unresolved complaints. This document was produced in consultation with Transport Focus and London TravelWatch.

Contacting Transport Focus

You can contact Transport Focus about any issue, except those that are wholly to do with stations or journeys between Stevenage and London King's Cross or Moorgate (inclusive), between Bedford and Gatwick Airport (inclusive), between Blackfriars and Sutton, Wimbledon and Sevenoaks (inclusive), between London and Oxted, Redhill, Gatwick Airport, Dorking and London Road (Guildford) (inclusive) and journeys between Clapham Junction and Tring (inclusive).

Email **advice@transportfocus.org.uk**
Twitter **@TransportFocus**
Website **transportfocus.org.uk**
Telephone **0300 123 2350**
Fax **0845 850 1392**
Address **Transport Focus**
FREEPOST
RTEH-XAGE-BYKZ
PO Box 5594
Southend On Sea
SS1 9PZ

Contacting London TravelWatch

You can contact London TravelWatch about any issue that is wholly to do with stations or journeys between Stevenage and London King's Cross or Moorgate (inclusive), between Bedford and Gatwick Airport (inclusive), between Blackfriars and Sutton, Wimbledon and Sevenoaks, between London and Oxted, Redhill, Gatwick Airport, Dorking and London Road (Guildford) (inclusive) and journeys between Clapham Junction and Tring (inclusive).

Email **enquiries@londontravelwatch.org.uk**
Twitter **@LonTravelWatch**
Website **londontravelwatch.org.uk**
Telephone **020 3176 2999**
Address **London TravelWatch**
169 Union Street London
SE1 0LL

16.4 Other train operating companies

Our trains call at stations that are managed by other train companies, if you have a problem at one of these stations you should contact them.

Virgin Trains East Coast

Stations	Peterborough
Web form	virgintraineastcoast.com/customer-service/contact-us
Twitter	@Virgin_TrainsEC
Website	virgintraineastcoast.co.uk
Telephone	0345 722 5333
Address	Freepost RSRJ-LJCX-GHST Plymouth PL4 6AB

Greater Anglia

Stations	Cambridge, Ely
Email	contactcentre @abelliogreateranglia.co.uk
Twitter	@greateranglia
Website	abelliogreateranglia.co.uk
Telephone	0345 600 7245
Address	Abellio Greater Anglia Norwich Railway Station Station Approach Norwich NR1 1EF

London Underground

Stations	Farringdon
Web form	custserv.tfl.gov.uk
Twitter	@tflofficial
Website	tfl.gov.uk
Telephone	0343 222 1234

Southeastern

Stations	Ashford International, Bat & Ball, Beckenham Junction, Bickley, Borough Green & Wrotham, Bromley South, Eynsford, Maidstone East, Orpington, Otford, Penge East, Petts Wood, Sevenoaks, Shoreham (Kent), Shortlands, St Mary Cray, Swanley, West Dulwich, Hastings, St Leonards Warrior Square
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Web form	southeasternrailway.co.uk/contact/contact-us-form
Twitter	@SE_Railway
Website	southeasternrailway.co.uk
Telephone	0845 000 2222 or 01732 378 751
Address	PO Box 63428 London SE1P 5FD

London Overground

Stations	West Croydon, Norwood Junction, Anerley, Penge West, Sydenham, Forest Hill, Honor Oak Park, Brockley and New Cross Gate
Email	overgroundinfo@tfl.gov.uk
Twitter	@ldnoverground
Website	tfl.gov.uk/modes/london-overground
Telephone	0343 222 1234
Address	Freeport RSTY-TJRK-JRUG Customer Services Team 125 Finchley Road London NW3 6HY

South West Trains

Stations	Wimbledon, Clapham Junction, Guildford, Havant, Bedhampton, Hilsea, Fratton, Portsmouth & Southsea, Portsmouth Harbour, Cosham, Portchester, Fareham, Swanwick, Bursledon, Hamble, Netley, Sholing, Woolston, Bitterne, St Deny's, Southampton Central, Southampton Airport Parkway, Eastleigh, Bookham, Effingham Junction, Horsley, Clandon, London Road (Guildford)
Email	customerrelations@swtrains.co.uk
Twitter	@SW_Trains
Website	southwesttrains.co.uk
Telephone	0345 6000 650
Address	Customer Relations South West Trains Overline House Southampton SO15 1GW

