

**PASSENGER'S  
CHARTER**

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**Our promise  
to keep to  
our promises.**

**Join us.**

**For a safe, efficient  
and friendly service.**

Valid from 1 March 2012



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## Getting in touch with us

### How to provide feedback

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

Tel: **08456 005 165**

(Customer Services: Mondays to Fridays, 0830 to  
1730, Information & Sales: seven days, 0700 to 2000)

Textphone: **08457 078 051**

Fax: **01926 729 914**

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

National Rail Enquiries

Tel: **08457 48 49 50** (24hrs)

Textphone: **08456 050 600** (0800 to 2000)

[nationalrail.co.uk](http://nationalrail.co.uk)

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 between Widney Manor and Kidderminster  
(except Solihull and Birmingham Moor St.), plus  
between Claverdon and Stratford-upon-Avon are  
run by: London Midland, Customer Relations,  
PO Box 4323, Birmingham B2 4JB

Tel: **0845 602 4277**

[www.londonmidland.com](http://www.londonmidland.com)

Stations between Harrow-on-the-Hill and  
Amersham, plus the ticket offices at South Ruislip  
and West Ruislip are run by:

London Underground, Customer Service Centre,  
55 Broadway, London SW1H 0BD

Tel: **0845 330 9880**

[www.tfl.gov.uk](http://www.tfl.gov.uk)

### If you are not happy with our response

We'll do our best to resolve any problem, but if  
you are unhappy with our response you can write  
to your statutory consumer body, who will take up  
your complaint where they believe it is appropriate:

- For stations between London and Bicester North  
or Aylesbury Vale Parkway:  
London TravelWatch, 6 Middle Street,  
London EC1A 7JA  
Tel: **020 7505 9000**  
[info@londontravelwatch.org.uk](mailto:info@londontravelwatch.org.uk)
- For Kings Sutton and stations north of Oxford,  
Islip and Bicester Town:  
Passenger Focus, Freepost (RRRE-ETTC-LEET),  
PO Box 4257, Manchester M60 3AR  
Tel: **0300 123 2350**  
[advice@passengerfocus.org.uk](mailto:advice@passengerfocus.org.uk)

## 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 OUT INFORMATION

### Online and by phone

Who	Web	Phone
Chiltern Railways	<a href="http://chilternrailways.co.uk">chilternrailways.co.uk</a>	08456 005 165 (0700 to 2000) 08457 078 051 (0700 to 2000)
National Rail Enquiries	<a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a>	08457 484950 (24 hours) 08456 050 600 (0800 to 2000)
Transport Direct	<a href="http://www.transportdirect.info">www.transportdirect.info</a>	
Transport for London Journey Planner	<a href="http://www.tfl.gov.uk">www.tfl.gov.uk</a>	

### In person

Free copies of our current timetable are available at all the staffed stations we serve. Timetable posters are also displayed at all stations. We will inform you at least seven days 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 information.

Security attendants already patrol car parks and station platforms at most of our stations from early until late (waiting rooms are kept open until 2300), making our stations safer.

The following stations are not usually staffed, but are provided with a Help Point:

Bearley	Bicester Town	Blakedown	Claverdon
Denham Golf Club	Hatton	Islip	Kings Sutton
Lapworth	Little Kimble	Monks Risborough	Saunderton
Sudbury Hill Harrow	Sudbury & Harrow Road	Wembley Stadium	Wilmcote

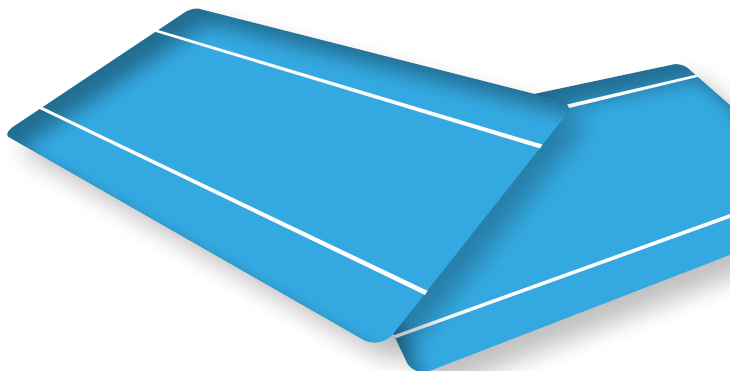
## TICKETS

### Buying online

An online service is available on our website, [chilternrailways.co.uk](http://chilternrailways.co.uk). Tickets can usually be collected from the self-service FastTicket machines at our stations. Please ensure that you bring the credit card you have used to purchase the ticket as it is often required to collect the ticket.

### Buying by telephone

Please call **08456 005 165** (every day 0700 to 2000). Tickets will be sent out by 1st class post if purchased by phone or can be collected from any of our self-service ticket machines if purchased online.



## Buying in person

Self-service FastTicket machines are available at most of our stations. These offer a quick and easy way of buying most tickets with cash or a card, without having to queue at the ticket office. Ticket Office Hours 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 and publish the times of peak demand at the station. 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.

## Discounted tickets

We offer a great range of discounted tickets. These can only be used at certain times of the day or on specific services. If you try to use a discounted ticket at other times, it will be invalid.

Tickets can generally be used on all train companies, but some discounted tickets may only be used on 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.

## Oyster cards

Oyster cards can only 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 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 Oyster Price Cap. Make sure that you have enough Pay As You Go credit to cover the cost of your journey. If you don't have enough Pay As You Go 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 more than 24 hours before the ticket becomes valid for travel, or on a refund where the reason for you requiring a refund was a rail industry problem (e.g. service cancellation or overrunning engineering works).

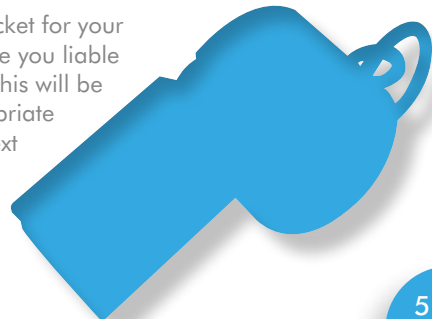
Ticket Type	Refund Allowed?*	Admin Fee
Season Ticket	Yes	£10
Anytime Ticket	Yes	£5
Off Peak Ticket	Yes	£5
Super Off Peak Ticket	Yes	£5
Advance Ticket	No	£NIL

\*Refunds are only available for claims made within 28 days of the expiry of the ticket.

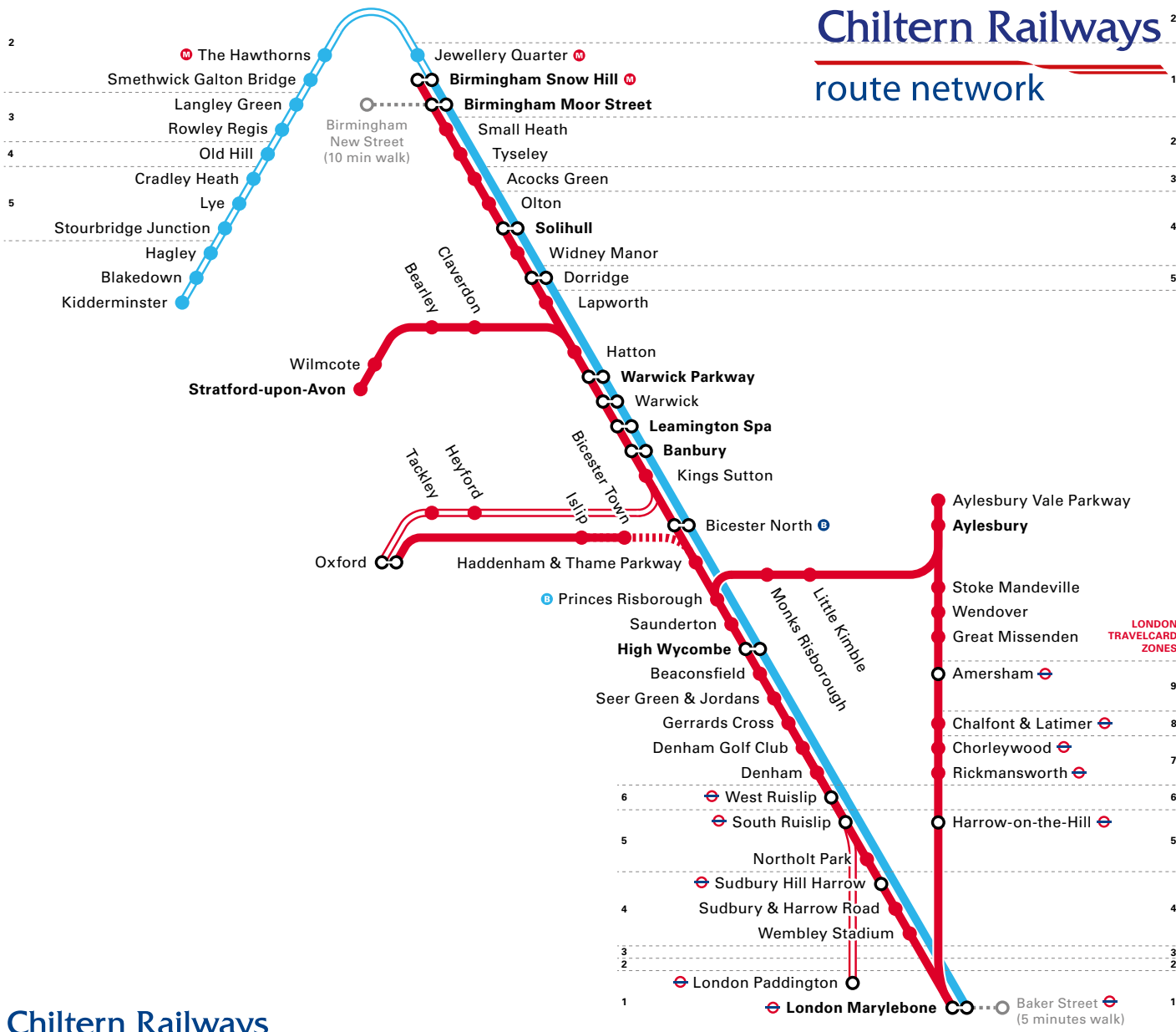
## Penalty fares

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 there is no way at all of buying a ticket at the station. 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. In the rare cases where this is not available, you must notify our staff and buy a ticket at the first opportunity during the journey. You can contact our control centre via the help point at the station in the absence of a member of staff being available on the station.

Failure to buy a valid ticket for your entire journey 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 network



## Chiltern Railways

If you think our way, travel our way.

- Chiltern Railways Mainline
  - Chiltern Railways
  - Occasional Mainline service
  - Occasional Chiltern Railways service
  - Proposed 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 & RELIABILITY

Chiltern Railways have a commitment to run punctual and reliable trains (a train is counted as punctual if it arrives within five minutes of its scheduled time). Our latest performance figures are as follows:

Average for Year Ending	Peak Punctuality Standard	Peak Punctuality achieved	Reliability Standard	Reliability achieved	PPM*
March 09	93.75%	96.07%	99%	99.49%	95.21%
March 10	93.75%	95.31%	99%	99.29%	95.22%
March 11	93.75%	93.44%	99%	99.19%	94.00%

\*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 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\*) which 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 five 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 12).

## USEFUL INFORMATION

### Accessibility assistance

If you need help, give us at least 24 hours' notice and we can make arrangements to assist you.

**08456 005 165** (daily, 0700 to 2000 excluding Christmas Day and Boxing Day) **08457 078 051** textphone.

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 accessibility of each station are set out in the leaflet 'Making rail accessible: helping older and disabled passengers'. Copies are available from our Customer Services team on **08456 005 165** (Mondays to Fridays, 0830 to 1730) and on our website [chilternrailways.co.uk](http://chilternrailways.co.uk). We also produce a handy pocket guide with this information. 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 suitable accessible station in your direction of travel.

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

## Bikes on trains

On Mondays to Fridays we're unable to convey cycles on our busiest trains. These are trains arriving at London Marylebone or Birmingham Moor Street between 0745 and 1000 and trains departing from London Marylebone or Birmingham Moor Street between 1630 and 1930.

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

## Catering

A catering service is provided on our busiest trains between the West Midlands and London. These are shown in our timetables. If we're unable to providing the scheduled catering for you we'll tell you, wherever possible, before you board the train.

## 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 – we charge a collection fee to cover our administration costs.

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

- Using the online form on our website
- Using a Lost Property form available at any Chiltern Railways ticket office, and returning it to a member of Chiltern Railways Staff
- By phone, fax or post using the contact details below

Phone: **08456 005 165**

Fax: **020 7333 3002**

Write to: Chiltern Railways Lost Property,  
Marylebone Station, London NW1 6JJ

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 that leaves London Marylebone is cleared of litter as well as before the start of its first journey of the day. 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. Furthermore, one carriage on each of our Clubman and Silver trains are 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 Customer Service Managers are on hand from early to late, seven days a week. They work alongside our General 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 whichever train company caused your delay.

If you are delayed aboard a Chiltern Railways train you must make a claim within 28 days of the date of travel. Our compensation policy is:

Length of Delay	Refund	How
More than one hour	Complete refund for leg of the journey affected*	Voucher. Or if more than £30 a cheque if you prefer
30 minutes or more but less than an hour	50% refund for the leg of the journey affected*	Voucher. Or if more than £30 a cheque if you prefer
Less than 30 minutes	Please accept our apologies, but no refund is due	N/A

\*Vouchers may be exchanged, or used in part payment for tickets on any rail journey on the National Rail network. For Season Ticket Holders the amount refunded will be calculated as a percentage of the Anytime Single Fare.

### Season Ticket renewal discounts

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 interavailable with London Underground, whose rebate conditions are set out in that company's Passenger's Charter.)



## General information and other help

We have a commitment to plan services and allocate carriages to best avoid overcrowding. Even during our busiest times, 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.

On all trains with catering facilities you will be offered complimentary non-alcoholic refreshments if your train is delayed by one hour or more.

If the train you planned to catch is delayed or cancelled and you decide not to travel and, at that time, return your unused ticket to any ticket office we will, if possible, give you an immediate full refund. No administration fee will be charged under such circumstances. You may also send it to us by post within 28 days of the ticket's expiry date for full refund.

Claims for consequential loss(es) can only be considered under the terms of the National Rail Conditions of Carriage (see page 15 of that document). We are not able to consider any compensation claims which arise due to circumstances outside of our control. These include terrorism, crime and weather.

The National Rail Conditions of Carriage outline the legal rights of passengers and train operators' legal obligations to them. If you'd like a free copy please ask at any staffed Chiltern Railways station or visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

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



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