



# Passenger's Charter

Valid from 5 February 2012



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# Introduction

## Our Passenger's Charter sets out our commitments and promises to you.

It is designed to help you make contact with us, whether that is for help and assistance or for compliments or complaints. It gives you details about the tickets available and where they can be purchased, plus information on how you can get advice about the most appropriate ticket. It lets you know how we intend to keep you informed about any changes – for example – during times of disruption.

It provides information about our compensation scheme – Delay Repay – and how you can make a claim where necessary. In addition it sets out our performance and quality targets for the coming year and explains how we will keep you informed.



## Who is Abellio?

Perhaps you may not have heard of Abellio before; and you may wonder why we have been entrusted to run Greater Anglia – the new franchise for the train services in East Anglia – to deliver improved services. We are part of a wider transport group, Abellio Transport Holdings, who also operate the successful Northern franchise and Merseyrail concession, plus bus services in London and Surrey. We are owned by 'NS' in the Netherlands who operate the rail services, stations and facilities on much of the Dutch network so are well placed to bring real improvements to your services. We are delighted that the Department for Transport (DfT) has asked us to operate the franchise until July 2014.

## Greater Anglia's promise to you

We believe that when you travel with us, or think of travelling with us, you should expect high standards of service throughout your journey experience.

As such, Greater Anglia will:

- as a priority provide you with a safe, clean, punctual and reliable train service
- make it easier for you to buy tickets with the introduction of more facilities
- treat you well and fairly when things go wrong
- keep you informed about services, any planned changes and during disruption
- let you know our performance and quality targets in advance, and report each period how we are doing
- listen to you and engage with you more.

## What will Greater Anglia do this year?

The DfT has agreed that Greater Anglia will deliver a series of investments to drive real improvements in your services. Some of these improvements will be internal and not so noticeable directly to you; however, we also will deliver a range of much-needed customer service improvements. Abellio has worked with stakeholders across the area to understand what is required most, and how we can bring these improvements about in such a short space of time.

As a result, over the next 12 months we will be delivering the following improvements:

- introduce SMS text messaging to registered customers to keep you informed of service changes
- roll out over 1600 PDAs to frontline employees to help them provide better information to you
- introduce enhanced customer service training for our employees
- introduce two new Customer Panels to help us shape the timetable
- introduce a new service-quality management system which will measure our performance each period
- introduce improved station information at key locations to help you, including platform markings on busy commuter stations to indicate the location of train doors, and additional customer service desks
- introduction of a further 28 Ticket Vending Machines (TVMs) to stations that need them
- enable you to buy Season Tickets online, saving you time and reducing queues
- introducing mobile ticketing and ticket print-at-home capability
- more revenue protection and security employees, plus two new automatic and manual gatelines

- more cleaning of trains and stations through a programme of deep cleans
- enhanced Delay Repay scheme, with additional measures for periods of sustained poor performance
- more car park spaces at 15 stations and more payment machines plus new facilities for cyclists.

## Making contact with Greater Anglia and planning your journey

We will make it easy for you to contact us, whether to plan your journey, find out details about a ticket, renew Season Tickets, get specific advice for and book assisted travel or general enquiries. You will be able to find information on our website, at staffed stations and via our Contact Centre.

### Greater Anglia website

**greateranglia.co.uk** is our website for all your travel details, ticket purchases, performance reporting and general information. Specifically you will be able to:

- purchase daily and Season Tickets and arrange to collect them from a TVM
- find details about train services, specific station facilities and opening times of the ticket office
- download normal and engineering timetables
- check train performance at individual stations and live route performance
- find details of special offers and events
- check contact details for other organisations.

## Greater Anglia Contact Centre

Initially the opening hours will be 0900-1800 hours weekdays, however from May 2012 our Contact Centre will open from Monday – Saturday 0800-2000, Sunday 1000-2000 and Bank Holidays 0900-1800 for all your general enquiries, help and advice or lost property. Customers requiring Group Travel assistance for 10 or more people should contact the group sales team at the Contact Centre from 0900-1800 hours weekdays.

You can contact us in a number of ways, whichever suits you best.

### Greater Anglia Contact Centre Norwich Railway Station Station Approach Norwich NR1 1EF

Telephone **0845 600 7245**

Email [contactcentre@greateranglia.co.uk](mailto:contactcentre@greateranglia.co.uk) for general enquires.

Email [lostproperty@greateranglia.co.uk](mailto:lostproperty@greateranglia.co.uk) for enquires about lost property (please note we may make a small charge for returning property).

We aim to answer 90% of all complaints or contacts within 10 working days and 95% within 20 working days. Our target for calls is to answer 90% of calls within 30 seconds and to answer 99% of all calls.

## Assisted Travel

Greater Anglia actively welcomes customers with restricted mobility or who need extra help and we will do our best to assist. We support the rail industry **Passenger Assist** scheme and our employees will be happy to help you book your journeys for anywhere on the national network. Our Making Rail Accessible leaflet details the services we offer; this is available on our website, at staffed stations or from our Contact Centre. It is available in various formats (such as large print) on request. Customers requesting assisted travel will find details on our website or at any staffed station. In addition we have specialist help lines:

Telephone **0800 028 2878** (free of charge),  
Monday to Saturday between 0800-2000 hours and  
Sunday between 1000-2000 hours.  
Textphone **0845 606 7245**  
Email [assistedtravel@greateranglia.co.uk](mailto:assistedtravel@greateranglia.co.uk)

## Greater Anglia Staffed Stations

Customers can visit any Greater Anglia station when the ticket office is open for information about trains, journey planning, tickets or general advice. Details of staffing and times when the ticket office is open are available on the website and at each station.

## National Rail Enquiries

You can find information about train times, fares and ticket types, general advice, help in planning your journey, as well as up-to-date live train-running information from National Rail Enquiries. The telephone line is available 24 hours a day, seven days a week and calls are charged at local rates and may be monitored.

Telephone **08457 48 49 50** Website [nationalrail.co.uk](http://nationalrail.co.uk)  
Also, you can call **TrainTracker** on **0871 200 49 50**  
or text **8 49 50** for current train times.

## Traveline

This is an independent source of information about public transport and therefore includes details of trains, buses, coaches and trams across the UK.

Telephone **0871 200 22 23** Website [traveline.org.uk](http://traveline.org.uk)

## Plusbus

Tickets to many of our destinations also incorporate Plusbus, from £2 for unlimited bus travel at your starting point and/or destination. For more information about Plusbus please ask at our staffed stations or collect a leaflet, call our Contact Centre, visit our website or contact [plusbus.info](http://plusbus.info)

# Buying your tickets and making reservations

## National Rail Conditions of Carriage

These conditions establish the legal arrangements that we enter into with you when you purchase a ticket from us. They require all passengers to buy and carry a valid ticket for the date and time of the journey they are making. As a result we would remind you to always check you have the right ticket for your journey, including any appropriate time restrictions which may apply to your ticket; generally, peak services are those arriving in London from 0700-1000 hours or leaving London before 0930 and from 1600-1900 hours Monday to Friday, although these vary and you should check the time restrictions for your journey.

If you are using Oyster on Greater Anglia services, the Oyster Conditions of Use on National Rail set out your rights and obligations. Where these conditions differ from the National Rail Conditions of Carriage, they will take precedence when using an Oyster card.

## Where to buy your ticket and get advice about the right ticket for you

For the majority of journeys on Greater Anglia you must buy your ticket before you join the train, when boarding at a station that has ticket-retailing facilities – either at a Ticket Office or TVM. We do have some stations which have Permit to Travel machines for use when there are no other ticket-buying facilities available; when you use these you should pay as much of the fare as possible and then exchange your Permit to Travel for a valid ticket as soon as possible. The amount paid for your Permit will be deducted from your ticket price. The exchange must be made within two hours of buying the Permit to Travel.

Greater Anglia offers a variety of ways for you to buy your ticket and is introducing three new ways aimed at making the purchase more convenient for you, including mobile tickets, Season Tickets online and print-at-home, plus increased numbers of TVMs. We offer a range of Anytime, Advance,

Off-Peak and Season Tickets to offer you a wide choice; please see the website, visit staffed stations or call our Contact Centre for the details of tickets and advice about making the choice which best suits your requirements. The main methods of ticket purchase are as follows:

- **Online via [greateranglia.co.uk](http://greateranglia.co.uk)** – Here you will find a full range of tickets available, including discounted tickets and we will be introducing improved access to Season Tickets on line allowing you to renew. We can either post the tickets out to you by First Class post (please allow five days for delivery) or collect your pre-paid tickets from TVMs at participating stations (you can choose while purchasing) or arrange to print-at-home on selected services when rolled out this year.
- **Using Oyster** – You can use Oyster with a Travelcard or Pay As You Go on all National Rail services within the London Fare Zones where Travelcards are accepted. To use Oyster you must touch in at the start of your journey and touch out at the end. In addition we will extend acceptance of Oyster to selected stations. Full details of the stations and services covered are updated on our website.
- **From TVMs** – We will be increasing the number of TVMs at stations. The TVMs sell a range of tickets for popular destinations for immediate use and accept most credit/debit cards as well as cash. We would remind you to check individual ticket restrictions when purchasing your ticket to check it is valid for your journey.
- **Over the telephone** – By calling **0845 600 7245**; again you will be able to choose between posting out tickets or collecting them from TVMs. Tickets for the following day may be purchased the evening before (booking fees will apply).
- **Via mobile ticketing** – On some services we will roll out the ability to have the ticket sent direct to your mobile phone – see details on the website for service coverage.

- **From station ticket offices** – You can buy the full range of tickets from our staffed ticket offices including Railcards, as well as book assisted travel. Our ticket offices will accept most credit/debit cards, cash, National Rail vouchers and rail warrants. Opening hours are advertised at staffed stations and on our website. We will do our best to serve you within five minutes in peak times and three minutes in the off peak. We display details of these peak times at ticket offices. We will monitor our achievement of these queuing times as part of our service quality regime and publish the overall results at the stations and on our website.
- **On Pay Trains** – We operate a number of Pay Train services, where tickets have to be bought from the conductor aboard the train. These are clearly marked in our timetables and on our website and are generally on local services in and around Norwich and Ipswich, plus the Sudbury to Marks Tey, Manningtree to Harwich and Wickford to Southminster lines.
- **From newsagents and travel agents** – Some travel agents also sell National Rail tickets. In the London area selected newsagents sell Travelcards and Oyster Cards for travel within London (see [tfl.gov.uk](http://tfl.gov.uk)); London Underground also sells these tickets.

## Penalty Fare Scheme

Greater Anglia operates a Penalty Fare scheme on most services with the exception of the Pay Train services mentioned above, and if you board a train at Cressing, Emerson Park, Needham Market, Stansted Airport or Weeley. On all other services you should purchase a ticket before travel; however, if you get on a train without a valid ticket at a station where the ticket office is open, or where a TVM is available and in working order, you will not be entitled to any special fares or discounts. You will have to buy the full Single or full Return fare for your journey. You will not be able to use a Railcard in these circumstances, with the exception of a Disabled Persons Railcard which will be valid. Notices are

displayed at all Penalty Fare stations setting out the rules. On all other services you must have a valid ticket to travel, or Permit to Travel, otherwise you may be liable to pay a Penalty Fare of £20 or twice the appropriate full Single fare (whichever is the greater amount) to the next station at which your train stops. Also, you may be charged the full Single fare to your destination station if you continue your journey on the same train.

## Seat Reservations

For most of our high-frequency commuter trains seat reservations are not available. However, on the Intercity trains between Norwich and London seat reservations are available and all our long-distance Advance tickets include reservations on specific trains. We recommend that you reserve a seat on our most popular long-distance services; these trains are indicated in timetables. If you are travelling with a Season Ticket, you may book a reservation for a small fee. If you pay for a seat reservation which is not provided on your train and you are unable to find a seat we will refund the fee; in addition if you have to stand for the entire journey as a result of the booking not being available we will compensate you up to the value of your Single fare. Separate arrangements apply to members of the 'Season Direct' scheme and these are included in the appropriate terms and conditions.

## Booking cycle spaces on trains

Where safe to do so, and space is available we welcome customers bringing their cycles on trains; however, as we operate busy commuter trains we are not able to accept cycles (except folding cycles) at the busiest times – full details of restrictions are included on the website or are available from our stations or Contact Centre. We would advise customers to take advantage of our wide range of cycle facilities at stations, including the planned new facilities at 15 stations to store their cycles before travelling.

# Timetables and engineering works

Cycle reservations are **compulsory** on the Intercity trains and spaces are limited to six per train. Please call the Contact Centre to book or enquire at a staffed station. On the local services in Norfolk, Cambridgeshire and Suffolk spaces are limited to four per train and reservations are **recommended**.

Please note cycles cannot be carried on services into Cambridge from Ely and Audley End between 0745-0845 hours on weekdays nor on services into and out of London from 0745-0945 hours and from 1630-1830 hours. Only folding cycles are accepted, subject to space, on Stansted Express services.

Generally there are no restrictions at weekends although reservations still apply. However, please check for details during engineering works as we are unable to carry cycles on the replacement bus services.

## Timetables

Greater Anglia will publish timetables and make them available on our website, as leaflets and posters at stations and as leaflets from the Contact Centre. We plan to change our timetable in line with the national network changes and new timetables will be available for collection 28 days before the change is implemented. You may request different formats of our timetables by contacting the Contact Centre. In addition all stations will display details of scheduled services on that route.

## Engineering works

Engineering works are required to keep improving and maintaining the railway. While we will work with Network Rail to minimise the impact of these works we do recognise that they may cause some disruption to your journey. Sometimes train journeys are lengthened or diverted during planned engineering works, while services may be curtailed and replaced by alternative travel or bus replacement services. We will produce posters detailing the changes at least seven days in advance for such changes, while summaries of planned work will be available up to 12 weeks beforehand from National Rail Enquiries; more detailed summaries will be available from staffed stations 14 days in advance of work to help you plan your journey. Where bus replacement services are operated we would remind you that space will be limited on such vehicles compared with the train, especially if you are carrying large items of luggage and prams. Cycles cannot be carried on replacement bus services.

## Emergency timetables, disruption and keeping you informed

Sometimes disruption occurs to our services which require the introduction of an emergency timetable for a given period of time, or short-term alterations to services. To keep you informed in a proactive way we will continue to operate email **Journeycheck** alerts for registered customers and have

# Compensation arrangements

introduced **SMS text** alerts if you have registered for the service – full details are available on our website. Details will also be available on the website for live running from individual stations and the **Journeycheck Rainbow Board** will clearly identify potential delays to your service. You will also find useful information from National Rail Enquires.

If you miss a connection because our train is running late or is cancelled, we will help you re-plan your journey to keep the inconvenience to a minimum. If you miss a connection because of problems with our train, we will arrange alternative transport to get you to your final destination if:

- the next connecting train is more than 60 minutes later than the one you should have caught, and
- it will get you there quicker than waiting for the next train.

If the delay occurs after your train has started its journey, we will do our best to get you to your destination station by train, or to arrange alternative transport. Where we believe that because of a delay or cancellation of a Greater Anglia train it will be impossible to get you to your destination at a reasonable time either by train or alternative transport, we will at no additional charge; either, arrange for you to return to where your journey started, or another appropriate location, and ensure that you can travel again the next day; or arrange overnight accommodation and ensure that you can travel the next day. In these circumstances, if you decide not to travel the following day, i.e. you abandon your journey entirely; we will give you a full refund on the price of your ticket, whether Single or Return.

If you are on a train that has a café bar or catering trolley when a delay of 60 minutes occurs, we will offer you complimentary non-alcoholic drinks, while stocks last.

## Delay Repay

Greater Anglia will continue to operate the Delay Repay scheme whereby if you hold a Single or Return ticket you will be able to make a claim for compensation for delays to your journey of over 30 minutes regardless of the reason. Consequently you will be entitled to the following compensation:

- **30-59 minutes'** delay entitles you to compensation to the value of 50% of the cost of a Single ticket or 50% of the cost of either the outward or return portion of a Return ticket as appropriate; for Season Tickets we will use the proportionate costs of the price of the ticket.
- **for delays of over 60 minutes** we will double the amount of compensation to 100% of the cost of the Single ticket or either portion of the Return ticket.

Compensation will be provided in National Rail Travel Vouchers which can be used to buy tickets on any National Rail company, and are valid for 12 months. Claim forms are available at staffed stations, on staffed trains or available from the Contact Centre or printed off from our website. In addition, during periods of severe disruption we will do our best to advise you about the claim process and hand out claim forms.

You can claim through the Greater Anglia website or by posting a reply-paid 'Delay Repay' form to our Contact Centre. Generally when making a claim we will require either a copy of your Season Ticket (unless you are on our database) or the actual ticket. All claims must be made within 28 days of the delay. We will not normally accept a claim if you were advised in advance of your journey of the delay or before you purchased your ticket. In the event that an emergency timetable is introduced, compensation entitlements will be based on that emergency timetable.

Season Direct customers will be compensated through their Season Direct account.

In addition, Greater Anglia will introduce further compensation arrangements for Season Ticket holders for periods of sustained poor performance. Sustained poor performance is triggered when on 12 or more days (out of the 20 working days per 28 day period) your journey is affected by disruption under the Delay Repay scheme. You will be able to choose from two options of compensation in addition to the standard compensation detailed above: either a number of free journeys on the Greater Anglia network (based on two per period affected) valid for 12 months; or National Rail Travel Vouchers to the value of one Single journey which can be used to purchase future rail tickets.

### Refunding your ticket for journeys not made

We recognise that sometimes your train may be cancelled or delayed and as a result you may decide not to make your planned journey. In these cases we will give you a full refund, from either the ticket office or via our Contact Centre provided you return the ticket as soon as possible, or within 28 days. Where a train does run as normal and you decide not to make the journey you can make a claim for a refund for most ticket types within 28 days. In these cases we may make an administrative charge, currently £10. Tickets purchased from travel agents will need to be returned to the travel agent. Some tickets are non-refundable – except in cases of trains cancelled or delayed.

If your Season Ticket is no longer required, please return it immediately to the ticket office where you bought it or the Contact Centre. The amount refunded is based on the difference between the cost of the Season Ticket you originally purchased and the cost of a Season Ticket for the period up to the date you surrendered the ticket to us. Season Tickets offer significant savings for the regular daily traveller and you will find that if there is only a small proportion of the validity remaining, you will receive only a small refund or perhaps nothing at all. For example, an annual Season Ticket gives you 52 weeks' travel for the price of 40 weeks' – it therefore has no refund value after 40 weeks' validity.

Please remember that if you hold a Season Ticket and are unable to travel for more than four weeks due to illness, you may apply for a discretionary partial refund of the unused portion. This is subject to our discretion and we may ask you for supporting documentation, such as a medical certificate.

## Service quality, performance targets and additional information

### Service quality standards

We will introduce a rigorous, independent service-quality regime which will be measured by a team of mystery shoppers who will measure our service from a customer perspective. It has been designed to complement the information provided by the National Passenger Surveys, and covers:

- **Train standards**; including the facilities, cleanliness and information
- **Station standards**, including information, ticket offices, facilities available and car parks
- **People standards**, including appearance, availability, customer service and knowledge.

Individual annual targets will be published and each period the results of the surveys will be published on our website and stations. In total, each period we will be carrying out a minimum of 440 individual surveys across the franchise area so you will clearly see how we are performing.

## Punctuality and reliability

Our train service performance will be measured under the **Public Performance Measure (PPM)** which is made up of two distinct elements – **Punctuality** and **Reliability**.

- **Punctuality** is measured as the percentage of our trains that have arrived at their final destination within five minutes of the advertised time, including the Intercity services. When a specially advertised revised timetable is in operation, at times of engineering work for example, we are measured against the revised times.
- **Reliability** is measured as the percentage of our advertised train services that operate.

We will publish our annual PPM target and report each period our performance against that target along with the moving annual average. This will be based on Greater Anglia as a whole as well as the individual routes. The reports will be published on our website and at all stations each period.

## Customer Panels

We are pleased to announce that we will be introducing two new Customer Panels to represent the views of regular customers on our services. Each panel will have an independent Chair elected from the representatives and will sit on our new Stakeholder Panel. The Customer Panels will be recruited to represent the two halves of our business: one looking after the West Anglia services while the other concentrates on the Great Eastern Main Line route. They will meet each month with the route-based management teams and will be able to review our performance and ensure the customers' voice is heard in our decision-making.

## Catering

A number of our trains have catering facilities on board. These are indicated in timetables and on departure screens. There is an at-seat trolley service available on most of our Stansted Express trains. The majority of our Intercity services between London and Norwich carry a café bar or an at-seat trolley, providing hot and cold drinks, sandwiches and light snacks with free tea and coffee for First Class ticket holders. If we are unable to provide the advertised catering service, we will try our best to let you know before you board the train so you can make alternative arrangements.

## Safety

Safety notices are displayed throughout our trains and we encourage you to familiarise yourself with these instructions each time you travel.

## Smoking

Please note that smoking is not permitted on any of our trains or at stations, including the open platforms.

# What happens if you are not satisfied with us?

We will do everything possible to ensure we deliver a high standard of service and respond to your concerns in a fair and reasonable way, taking account of the National Rail Conditions of Carriage and this Passenger's Charter. However, if you have already contacted Greater Anglia and are not happy with our response, you can contact Passenger Focus or London TravelWatch who may – if they consider it appropriate – take up your case. They are the independent consumer watchdogs and can be contacted as follows.

You can contact Passenger Focus about any issue, except those that are wholly to do with the following routes: Stansted Airport to London; Hertford East, Enfield Town, Cheshunt and Chingford to London or Stratford; Harold Wood to London and Romford to Upminster:

**Passenger Focus**  
**FREEPOST (RRRE-ETTC-LEET)**  
**PO Box 4257**  
**Manchester**  
**M60 3AR**

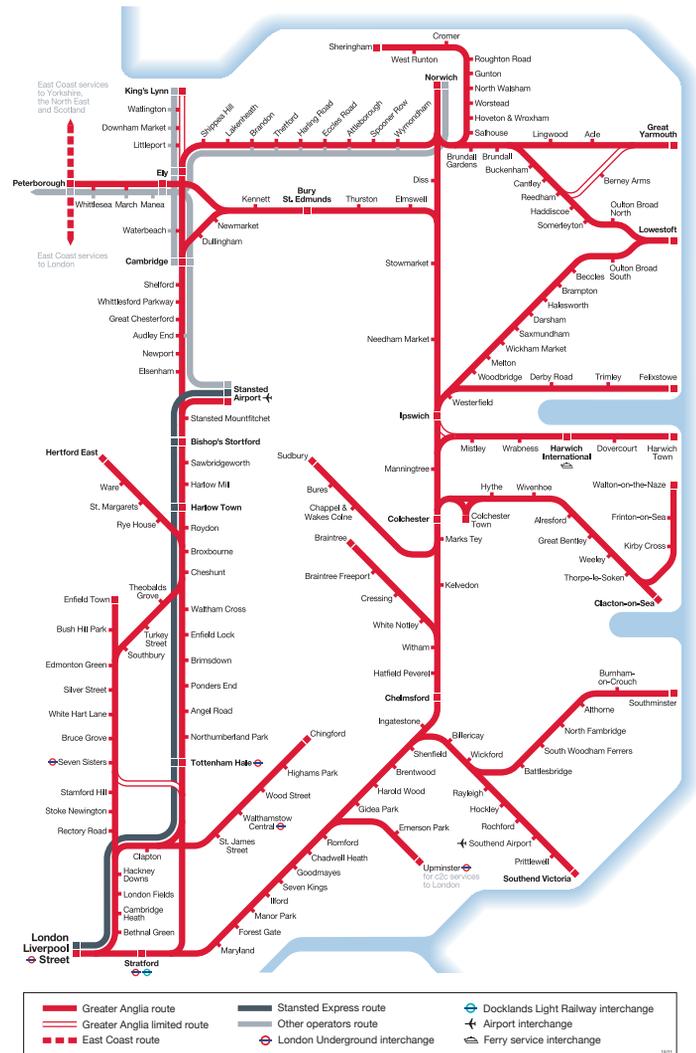
Telephone **0300 123 2350**  
 Fax **0845 850 1392**  
 Email **info@passengerfocus.org.uk**  
 Website **passengerfocus.org.uk**

You can contact London TravelWatch about any issue that is wholly to do with the following routes: Stansted Airport to London; Hertford East, Enfield Town, Cheshunt and Chingford to London or Stratford; Harold Wood to London and Romford to Upminster:

**London TravelWatch**  
**6 Middle Street**  
**London**  
**EC1A 7JA**

Telephone **020 7505 9000**  
 Fax **020 7505 9003**  
 Email **enquiries@londontravelwatch.org.uk**  
 Website **londontravelwatch.org.uk**

# Network route map



**Greater Anglia Contact Centre**

Norwich Railway Station

Station Approach

Norwich NR1 1EF

Telephone **0845 600 7245**

Email **contactcentre@greateranglia.co.uk**  
**greateranglia.co.uk**