

Chilternrailways

Passenger Charter

Our promise to keep our promises.

Valid from 1 June 2023

Chilternrailways

[Chilternrailways.co.uk](https://www.chilternrailways.co.uk)

Twitter: [@chilternrailway](https://twitter.com/chilternrailway)

Facebook: Chiltern Railways

Live Chat: [chilternrailways.co.uk](https://www.chilternrailways.co.uk)

Phone: 03456 005 165

WhatsApp: 0203 856 2007

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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

National Rail Conditions of Travel

The National Rail Conditions of Travel outlines your legal rights and train operators' legal obligations to you. If you'd like a free copy, please ask for a printed one at any staffed Chiltern Railways station. Alternatively, speak with our Customer Relations team on 03456 005 165 (0800 to 2000, Monday to Friday) or visit **www.nationalrail.co.uk**

The National Rail Conditions of Travel cover all journeys made on our services. They also cover all ticket purchases except for the purchase of Oyster PAYG value and 'Contactless' (including Contactless credit & debit cards, Apple Pay, Android Pay and bPay devices). The purchase of Oyster PAYG value is covered within the Oyster Conditions of Use available at **<https://www.nationalrail.co.uk/static/documents/content/Oystercou.pdf>**

The use of 'Contactless' (including Contactless credit & debit cards, Apple Pay, Android Pay and bPay devices) is covered within Contactless Payment Cards - Conditions of Use available at content.tfl.gov.uk/contactless-conditions-of-use.pdf

Tickets

Buying in person

Self-service ticket machines are available at most of our stations. These offer an alternative way of buying Single or Return tickets and Seven Day Season tickets with a card or cash. Ticket Office opening times information is displayed at stations and on our website: chilternrailways.co.uk. Our ticket offices offer a full range of National Rail tickets.

We'll monitor queuing times at our ticket offices. Our aim is that you shouldn't have to wait for more than three minutes before being served, and no more than five minutes at peak times.

Buying online

An online service is available on our website: **www.chilternrailways.co.uk**. Tickets purchased online can be collected from the self-service ticket machines at our stations. Please ensure that you bring the payment card you used to make the purchase as it is always required to collect the ticket. Tickets purchased online can also be printed, loaded onto a Smartcard, have a barcode sent to your phone, or posted. Further information can be found at **www.chilternrailways.co.uk**

Buying by mobile app

You can download our mobile app from your app store and purchase tickets straight to your phone, onto a Smartcard or collect them from a self-service ticket machine at our stations.

Buying by telephone

Please call 03456 005 165 (0800 to 2200, every day apart from Christmas Day). Tickets will be sent out by 1st class post if purchased by phone or can be collected from a self-service ticket machine.

Discounted tickets

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

Tickets can generally be used on all train companies' services, but some tickets may only be used on the trains of one specific operator. You may be liable for a Penalty Fare if you travel on another company's train. It is your responsibility to check; railway staff will be happy to assist, so please ask before travelling. At unstaffed stations, this information can be obtained via the Help Points.

Oyster cards & contactless payments

Oyster and contactless payment cards can be used between London Marylebone and Amersham (and intermediate stations), as well as 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 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.

When using contactless cards or 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 and out at the end of your journey, you will be charged the highest possible fare, and this won't count towards the Price Cap. Make sure that you have enough on your contactless card or Pay As You Go account to cover the cost of your journey. If you don't have enough 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.

Travelling with a valid ticket

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 or Oyster card (if travelling within Transport for London zones). 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), a Permit to Travel should be purchased from the machine on the station if available. In the rare cases where this is not available, you should buy a ticket as soon as is reasonably practicable during the journey. Failure to buy a valid ticket for your entire journey when you were able to do so may leave you liable to pay a Penalty Fare. This will be £100, plus the price of an undiscounted single fare, appropriate for the customer's intended journey, based on the time they began their journey. The Penalty Fare will be reduced to £50, plus the price of an appropriate undiscounted single fare if it is paid within 21 days.

Useful Information

Accessibility assistance

Let us know **at least two hours before you travel**, so we can help make sure you have a hassle-free journey. But, even if you need a hand on the day, we'll still do everything we can for you. Please call 03456 005 165 (selecting option 3 then option 3 again), open 24 hours a day, excluding Christmas Day.

When booked through Passenger Assist, we will provide assistance at any staffed station during the hours that trains are scheduled to serve that station. Details of these times are included on the individual station pages of the National Rail Enquiries website: www.nationalrail.co.uk. At unstaffed stations south of Banbury, we will arrange for alternative accessible transport to convey you (and companion, if applicable) to either the nearest accessible station or your destination, depending on your journey. This is because these stations are serviced by trains without train managers.

At stations north of Banbury, your assistance will be provided by the Train Manager already on board the service. Please speak with station staff or use the Help Points available at stations. Most of our car parks have designated parking spaces for Blue Badge Holders (for more information see the Disabled Travellers section of our website 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 facilities provided at each station are set out in the leaflet "Making Rail Accessible", which also contains details of the facilities aboard our trains. Copies are available from our website: chilternrailways.co.uk. If you can't use your intended station, we will arrange alternative transport (such as a taxi) to or from the nearest or most convenient suitable accessible station in your direction of travel, at no extra cost.

Passengers with hearing difficulties may wish to enquire about train times and fares using the textphone service provided by National Rail Enquiries (Textphone 03456 050 600 available daily from 0800 to 2000).

When assistance has been booked but has not been provided due to a failure of the assistance service, we will discuss appropriate redress with you. In these instances, the form and value will be determined on a case by case basis, taking into account all relevant circumstances.

We will be happy to assist you with your claim and we will provide details of the claim process in our "Making Rail Accessible" leaflet and on the following link **www.chilternrailways.co.uk/compensation**.

If your journey involved multiple train companies, we will coordinate an investigation into your complaint and provide you with a full explanation in response. This will include why it happened and what mitigating actions we intend to take as a result.

We will always comply with the Consumer Rights Act 2015. In line with the National Rail Conditions of Travel, we will

consider all additional compensation claims for any losses or extra costs caused by a service failure (for example, the cost of a new plane ticket if you miss a flight). This will not affect your legal rights to make claims under the Consumer Rights Act 2015, although you must not seek to recover the same money twice (for example under both our claims process and the Consumer Rights Act 2015).

Lost property

If we find any item of lost property, we'll always do our best to identify and contact the owner. Items can be collected from London Marylebone up to three months after they've been handed in, although perishable items will be disposed of before then as will any items which we believe could injure staff or damage our property. We charge a collection fee to cover our administration costs. These range from £20 for high-value electronic goods such as laptops, to £3 for items such as books, umbrellas and gloves. Further charges can be found on our website www.chilternrailways.co.uk

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

- Complete the online form on our website. This is the most effective way to contact us: www.chilternrailways.co.uk/lost-property-online-form
- Ask for a Lost Property form from any Chiltern Railways ticket office and return it to a member of Chiltern Railways Staff.
- Call 03456 005 165 (option 3, then 2)

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

Lost Property Office Operating Hours: Monday to Friday 1200 to 2000. Please allow up to three 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

At the end of each day every train that has been in service is thoroughly cleaned. At our key terminus locations, we also undertake Touch Point and Turn Around Cleaning where dedicated cleaning teams disinfect common 'touch points' onboard trains.

Working alongside Touch Point cleaners are Turn Around Cleaners, who are tasked with boarding trains, removing refuse and cleaning spillages.

On-Board Cleaners are in place between Banbury and Stratford-upon-Avon during the daytime. They undertake the clearing of litter, cleansing of Touch Points and cleaning of the toilet compartments.

For your comfort, all our station buildings, platforms and services are non-smoking, which includes the use of e-cigarettes. Furthermore, one carriage on each of our Clubman and Silver trains is 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 Station Staff work alongside our Area Managers with the local community to make your local station a welcoming, comfortable and safe place.

If things go wrong

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 the train company that operates the train you travel on (or the train on which you were originally due to travel, if different).

If we receive a claim that is for another Train Operator, we will forward that correspondence to the appropriate business and ask that they contact you directly.

Chiltern Railways operates a Delay Repay scheme offering passengers the right to claim compensation for any delay to our published timetable that is 15 minutes or longer, irrespective of the reason for the delay.

You do not have to use this scheme to recover compensation; you can claim directly using your other legal rights including the Consumer Rights Act 2015. However, you cannot recover the same money twice so you must select one method of claiming from Chiltern Railways. If you are making a claim using our compensation scheme you must make a claim within 28 days of the affected date of travel.

Compensation

Claims can be made by visiting

<https://www.chilternrailways.co.uk/compensation>

Customers can also pick up a claim form at a Chiltern Railways staffed station and hand back to a member of staff or post to 'Freepost Chiltern Railways'.

You will need to provide details of the affected journey and either the original or a copy of your ticket. If your arrival station has automatic ticket gates, please show your ticket to a member of gateline staff and say you need to keep the ticket to make a compensation claim. They will open the gate for you.

If you travelled using an Oyster card or PAYG please include a usage statement with your claim so we can verify it. You can download a usage statement at [TFL.org.uk](https://www.tfl.gov.uk). Your contactless card will need to be registered with TfL.

Should circumstances arise where we issue a 'Do not Travel' advisory message to our customers and a customer chooses not to travel because of this, then special arrangements will apply to Season Ticket holders. In these circumstances, Season Ticket holders can claim compensation up to the daily value of their Season Ticket.

You must make your claim within 28 days of the affected journey.

You will need to make a new claim for each delay.

If you register for an account with us at

<https://www.chilternrailways.co.uk/compensation> we will save your details to make it easier and quicker for you to make any future claims.

How we pay compensation

Compensation is payable via:

- BACS
- Card payment
- Rail travel voucher
- Cashable voucher
- Charitable donation to our chosen charity partner

How we calculate compensation

Length of delay	Amount of compensation paid as a percentage of your ticket price		Amount of compensation paid as a percentage of the value of your journey
	Single Ticket	Return Ticket	Season Ticket
0-14 minutes	none	none	none
15-29 minutes	25% of ticket cost	12.5% of ticket cost	25% of journey cost
30-59 minutes	50% of ticket cost	25% of ticket cost	50% of journey cost
60-119 minutes	100% of ticket cost	50% of ticket cost	100% of journey cost
120 minutes or longer	100% of ticket cost	100% of ticket cost	100% of return journey cost

If you are travelling with a Season Ticket, we will calculate the value of the compensation on the cost of a single journey, based on the amount you paid for your ticket. This will be calculated in the following way:

Season Ticket Type	Single ticket price calculation
Annual	Price 1/464 of ticket price
Quarterly	Price 1/120 of ticket price
Monthly	Price 1/40 of ticket price
Flexi Season	Price 1/16 of ticket price
Weekly	Price 1/10 of ticket price

For Rail Rover tickets, compensation will be calculated against the appropriate fare for the journey made.

If you have a combination of tickets for your journey, we will compensate you against your whole journey.

Train Punctuality

Chiltern Railways have a commitment to run punctual and reliable trains. Our latest performance figures are as follows:

Average for year ending	Peak punctuality* standard	Peak punctuality achieved	Reliability standard**	Reliability achieved
March 21	92.00%	96.31%	99%	99.02%
March 22	92.00%	96.03%	99%	98.88%
March 23	92.00%	92.67%	99%	98.92%

*Peak punctuality is measured against advertised trains arriving in London, Monday to Friday from 0700 to 0959 inclusive and departing from London, Monday to Friday 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.

Posters showing how our performance compares to our standards are displayed at Aylesbury, Banbury, Birmingham Moor Street, Warwick Parkway, Leamington Spa, High Wycombe, and London Marylebone stations. We update these every four weeks. We also show performance information on our website. Delays that are beyond railway industry control are excluded from our punctuality and reliability statistics. Excludable causes include exceptionally severe weather, vandalism or

trespass, passenger illness and emergency service requests to close the line. All exclusions are clearly marked on the performance posters.

Full Timetable Changes

We ordinarily change our full timetable twice each calendar year. Any change will be advertised in advance.

Whilst we recognise any change of timetable may impact ongoing journey plans, Season tickets only guarantee your journey between the two stations shown on your ticket and do not guarantee set timed services without change. If your usual timed train has changed as a result of a full timetable change, a reduction in the cost of a ticket / compensation will not be offered. However, if you no longer wish to use your ticket, you may surrender your Season ticket and request a refund for any remaining value (subject to any value remaining). Please see 'Season ticket refunds' section for more information.

Planned disruption & engineering works

Occasionally, work may need to be carried out on our line and this may result in part of our line being closed. When this happens, we will arrange alternative transport and strive to advertise any amended timetables as early as possible. Occasionally this may be at short notice, and it is therefore always advisable to check our timetable before travelling. You can view amended timetables at www.chilternrailways.co.uk or by calling us on 03456 005 165.

Please note that compensation for delays in such cases is based on the timetable that is applicable on the day of travel, which can be viewed on our website.

Ticket Refunds

Refunds are generally available if you choose not to travel (except for Advance tickets), but an administration fee applies. However, we won't charge you that fee if:

- you claim the day before the ticket becomes valid for travel
- you are claiming a refund because your train is delayed or cancelled and you no longer wish to travel
- you abandon your journey by returning to the station of origin
- there is a rail industry problem (e.g. overrunning engineering works)

Refunds must be claimed within 28 days of the ticket's expiry date for a full refund. For further details regarding your refund rights, please refer to the National Rail Conditions of Travel: www.nationalrail.co.uk

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	N/A

Season Ticket Refunds

Season Ticket Refunds are calculated based on the difference between the amount you paid and the charge for the time the Season Ticket was held. These are not pro rata. For example, Annual Season Tickets have no refund value after 10 months and 12 days. If your chosen route changes, it is possible to exchange your Season Ticket. When doing so, you will need to pay the difference between the cost of the tickets based on the remaining validity or in some cases where the new ticket is cheaper, you may be entitled to a partial refund. This will be subject to a £10 admin fee. If a Season Ticket is lost or stolen, you may apply for a replacement ticket. For lost tickets, we will charge an admin fee of £10. If the ticket stops working, we will replace this free of charge.

If you forget to carry your Season Ticket with you, you will need to purchase a new ticket to complete your journey. We will consider up to two refunds for additional tickets purchased under these circumstances in any 12-month period. Please note a £10 administration fee will apply to such claims.

Additionally, if a Penalty Fare is issued due to forgetting to carry your Season Ticket, we will cancel one Penalty Fare in any 12-month period, subject to a £10 administration fee.

Railcard Refunds

Railcard holders are entitled to a refund of any extra charges incurred in the event you are unable to demonstrate proof of a railcard. One claim per customer is permitted once in a 12-month period. For further information about your Railcard, please visit

www.railcard.co.uk.

Getting in touch with us

How to provide feedback:

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

Tel: 03456 005 165 Monday to Friday,
(0800 to 2000 7 days a week)

Fax: 01926 729 914

Website: **www.chilternrailways.co.uk**

Post: FREEPOST Chiltern Railways

Twitter: @chilternrailway

Facebook: Chiltern Railways

Live Chat: **www.chilternrailways.co.uk**

WhatsApp: Contact 0203 856 2007 to message our team on WhatsApp.

Not all 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 from Widney Manor to Kidderminster inclusive (except Solihull and Birmingham Moor Street which are run by Chiltern Railways), and from Claverdon to Stratford-upon-Avon inclusive are run by West Midlands Railway.

Contact their Customer Relations team at:

Freepost WEST MIDLANDS RAIL CUSTOMER RELATIONS

Tel: 03333 110 039

www.westmidlandsrailway.co.uk

Stations from Harrow-on-the-Hill to Amersham inclusive and the ticket offices at South Ruislip and West Ruislip are run by Transport for London; contact their Customer Services at:

Transport for London, 4th Floor, 14 Pier Walk, London, SE10 OES

Tel: 0343 222 1234

www.tfl.gov.uk

Stations from Oxford to Heyford inclusive are run by Great Western Railway; contact their Customer Relations team at:

GWR, Freepost RSKT-AHAZ-SLRH, Plymouth, PL4 6AB

Tel: 03457 000 125

www.GWR.com

We aim to respond to 90% of all complaints within 10 working days and 95% within 20 working days.

Ombudsman

Please give us the opportunity to try to resolve your complaint. If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve ongoing complaints or disputes between us and our customers. It's free to use their services and they are independent of the rail industry. They don't take sides, but just look at the evidence available. They will help us both to try to reach an agreement, but if this doesn't happen, they will make a decision based on the evidence they've received. If you agree with their decision, then we must act on what they say.

You can appeal to the Rail Ombudsman if:

- you're unhappy with our final response to your complaint, which will be contained in a letter or email (sometimes called a 'deadlock letter'); or
- we haven't resolved your complaint within 40 working days of receiving it: and
- no more than 12 months have passed since we sent you our final response

There are some complaints that the Rail Ombudsman won't be able to investigate. For example, if it's about the way one of our services has been designed, industry policy, or if your complaint relates to an event that took place before the Rail Ombudsman service was established. If that's the case, then they'll contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you further,

such as Transport Focus or London TravelWatch - the independent consumer watchdogs for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

Website: (including online chat):
www.railombudsman.org

Telephone: 03300 940 362

Textphone: 03300 940 363
(Monday to Friday 0900 to 1700)

Email: info@railombudsman.org

Twitter: @RailOmbudsman

Post: FREEPOST - RAIL OMBUDSMAN

How to find out information

Online and by phone

Who	Web	Phone
Chiltern Railways	<p>Chilternrailways.co.uk</p> <p>Twitter: @chilternrailway</p> <p>Facebook: Chiltern Railways</p> <p>Live Chat (0600 to 2200 7 days a week)</p>	<p>Customer Relations 03456 005 165 (0800 to 2000 7 days a week)</p> <p>WhatsApp 0203 856 2007 (0600 to 2200 7 days a week)</p> <p>Telesales 03456 005 165 (0800 to 2200, 7 days a week)</p>
National Rail Enquiries	Nationalrail.co.uk	<p>03457 48 49 50 (24 hours)</p> <p>Textphone: 03456 050 600 (0800 to 2000)</p>
Transport for London Journey Planner	Tfl.gov.uk	0343 222 1234

In person

Our current timetable is available online in accessible format, with self-print functionality. You can request a free printed copy of our current timetable at the staffed stations we serve. Timetable posters are also displayed at stations. We will inform you at least four weeks 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 advice. The timetable posters include a QR code to download the current timetable. This information is also available via the Chiltern Railways website. During times when a station is not staffed, please be aware that some facilities may be locked out of use, such as toilets. This is both for safety reasons and to deter vandalism.

National Rail Enquiries

You can get information about all GB trains from National Rail Enquiries and can print your own timetable for services that you use. Just call them on 03457 48 49 50 or go to **Nationalrail.co.uk/print-at-home-timetables.aspx**. If you would like a timetable to be printed and posted to your home address, you can email or call National Rail Enquiries Customer Relations at **Customer.Relations@Nationalrail.co.uk** or 0800 022 3720.

The following stations are not staffed but are provided with a telephone Help Point. Help Points are staffed 24 hours a day, seven days a week. Operators can assist with journey information and provide advice on accessibility:

- Bearley (operated by West Midlands Railway)
- Blakedown (operated by West Midlands Railway)
- Claverdon (operated by West Midlands Railway)
- Denham Golf Club
- Hatton
- Heyford (operated by Great Western Railway)
- Islip
- Kings Sutton
- Lapworth
- Little Kimble
- Monks Risborough
- Northolt Park
- Saunderton
- Stratford-upon-Avon Parkway (operated by West Midlands Railway)
- Sudbury Hill Harrow
- Sudbury & Harrow Road
- Tackley (operated by Great Western Railway)
- Wembley Stadium
- Wilmcote (operated by West Midlands Railway)

General information and other help

We have a commitment to plan services and allocate carriages to best avoid overcrowding. While we can't guarantee everyone a seat, we aim to ensure that nobody should have to stand for more than 20 minutes. Whilst this is our aim, as we do not offer seat reservations and cannot guarantee the provision of a seat, compensation is not payable when customers are unable to obtain a seat. If delays occur, we will arrange onward transport, either by road or with another Train Operating Company.

Claims for consequential loss(es) will be considered on an individual basis. We reserve the right to consider additional claims in exceptional circumstances only.

Bikes / e-Bikes and e-Scooters on train

On weekdays, we're unable to convey any non-folding bicycles, including electric bicycles, on our busiest trains. These are trains arriving at London Marylebone, Oxford or Birmingham Moor Street between 0745 and 1000 and trains departing from London Marylebone, Oxford and Birmingham Moor Street between 1630 and 1930.

These restrictions apply even if you are only travelling for part of the train's journey.

Tandems are not to be carried at any time on Chiltern Railways.

E-Scooters and the charging of e-Scooters are not permitted on Chiltern Railways trains or within Chiltern Railways stations at any time.

There are no time restrictions on carrying folding bicycles and electric bicycles, although electric bicycles must not be charged on board our trains or at our stations. Bicycles are only allowed on replacement bus services at the drivers' discretion.

Please note that staff can still refuse bicycles on any train during busier times.

Find out more at chilternrailways.co.uk

Network map

