

Revenue Protection Policy

August 2026

This page is intentionally blank.

Contents

Our Revenue Protection Policy	4
What you can expect from us	5
What we ask of you.....	6-7
Unpaid Fare Notices	8-9
Penalty Fare Notices.....	10-11
What could happen if you don't pay your fare	12-14
If you are unhappy	15

Information correct at the time of issue - August 2026 and replaces the January 2023 edition of this policy document.

References to Penalty Fares is correct per the Railways (Penalty Fares) (Amendment) Regulations 2022.

Whilst every care has been taken to produce this information, Great Western Railway (GWR), cannot be held liable for any errors or omissions once printed.

Issued by Great Western Railway, Milford House, 1 Milford Street, Swindon. SN1 1HL

Our Revenue Protection Policy

This policy gives you everything you need to know about how we make sure our customers pay the right fare for their journey.

The policy follows the National Rail Conditions of Travel.

This sets out what to expect from us, your responsibilities when you travel, and what could happen if you don't travel with a valid ticket.

If you'd like a copy of this policy, ask our **Customer Support Team** through either:

- **GWR.com** and filling in our online form
- Calling **03457 000 125***
- Emailing **GWR.Feedback@GWR.com**
- Write to us at **Freepost GWR CUSTOMER SUPPORT**

We want to make sure everyone who travels with GWR pays the right fare for their trip.

Our Revenue Protection and Prosecutions Policy helps us protect the customers who do, and deal with the customers who don't firmly and fairly.

* Standard network charges apply. Calls from mobiles may be higher

What you can expect from us

When you need a ticket

We give you the chance to buy a ticket for your journey from the station you leave from. If your station does not have ticket facilities, or they're not working, you can get your ticket on the train from a conductor at the same price.

When we check your ticket

Our conductors, train managers and revenue protection inspectors check tickets at our stations and on our trains. So please keep yours with you for your whole journey – until you leave your destination station – in case we ask to see it.

There are times when our inspectors run special exercises where they work in plain clothes. So, you will not always be able to recognise them.

If you did not buy a ticket

We have staff specially trained to deal with fare evasion and fraud.

Some are trained to conduct interviews under caution and report people to our Revenue Recovery Team.

If you did not buy a ticket when you had the chance, what happens next will depend on which member of staff asks to see your ticket.

If you are stopped by a Revenue Protection Inspector, they may:

- Charge you a full price Anytime ticket for your journey (with no discount)
- Report you to our Revenue Recovery Team – it is the job of this team to recover all lost revenue income, and to bring about legal proceedings when all else fails.

If you are stopped by a Train Manager or conductor, they may:

- Charge you a full price Anytime ticket for your journey (with no discount).
- Give you an Unpaid Fare Notice.

We also have Ticket Examiners who can issue Unpaid Fare / Penalty Fare Notices, as well as charge full price Anytime ticket for your journey (with no discount).

What we ask of you

Buy Before You Board

We operate under the Railway Byelaws. This means you must buy a valid ticket before you board our trains.

You can find out more about our range of tickets - and how to avoid things like penalty fares - in our Buy Before You Board leaflet. It's available at all of our ticket offices and at **GWR.com**

Buy your ticket as soon as you can

If there is an open ticket office or a working ticket machine at the station, or you are using an app or internet- then you must buy your ticket before you get on the train.

It's your responsibility to get to the station with plenty of time to buy your ticket.

If you are unable to buy a ticket before you travel, please try on the train, at a station you're changing at or, if there's no other option, your destination station.

If you don't buy a ticket when you have the chance, it may seem like you tried to avoid paying.

For restrictions and discounts

If your ticket has restrictions, you must follow them. Only travel on a train with a ticket that is valid for that train at that time of the day.

If you buy a ticket using a Railcard discount, then you must show the Railcard and photocard with your ticket. It is your responsibility to carry it with you and show it when we ask you to.

Railcards

You aren't entitled to any discounts if you can't show us your Railcard when we ask to see it, we will ask you to buy a different ticket.

We may give you an Unpaid Fare / Penalty Fare Notice, or report you to our Revenue Recovery Team.

If you own a Railcard, but have forgotten it, you can send a copy of it to our Revenue Recovery Team where we'll review your case.

If you don't have a valid ticket

If you can't show us a valid ticket for your journey, we may:

- Charge you the full price ticket
- Give you an Unpaid Fare / Penalty Fare Notice
- Report you to our Revenue Recovery Team who may consider prosecution for a criminal offence under the Railways Byelaws or other applicable legislation. Prosecution may be brought in addition to or in parallel with civil enforcement or recovery.

If we ask for your details

Our staff are empowered to ask you for your name and address if they think you have not paid the right fare. It is an offence to provide a false name and/or address when asked.

If you systematically or persistently travel without a ticket or without a valid ticket

We will consider this to be a fraud matter and we will instigate a criminal investigation into your actions. You could end up in court as a result.

Unpaid fare notices

We may issue an Unpaid Fare Notice If you travel without the right ticket and can't pay when we ask you to.

How to pay

You have 21 days to pay the amount shown on your notice. We won't charge you any extra costs in that time.

There are four ways you can pay:

1. Pay online at **GWR.com/RevenueProtection**
2. Take your Unpaid Fare Notice to any GWR ticket office and pay by cash, debit or credit card (we don't accept cheques at our ticket offices).
3. Fill in the card payment slip on the Unpaid Fare Notice and send it to:
GWR UFN Department NE0205
Vastern House
Reading Station
Reading. RG1 8FP
4. Call our telephone payments line on **0330 174 9524***

If you don't pay on time

If you don't pay within 21 days, we'll send a reminder and give you another 14 days to pay. We'll also add an admin fee.

* Standard network charges apply.

If you don't pay after the extra 14 days

Failing to pay an Unpaid Fare Notice could result in you being prosecuted for a criminal offence under the Railway Bylaws or other applicable legislation.

There is more about this on page 12.

If you feel that you were unfairly issued an Unpaid Fare Notice the you are entitled to dispute the matter.

We give you all the details of how to do this on the notice.

You need to write to:

GWR UFN Department NE0205
Vastern House
Reading Station
Reading. RG1 8FP

You need to do this within 21 days of the date you got your notice, and include:

- A copy of the notice
- Details of why you could not show a valid ticket or authority to travel when we asked you
- The station you started your journey
- The time and date of your trip
- Any other relevant information.

Penalty fare notices

If you travel in a penalty fare area from a penalty fare station without buying a valid ticket

We may issue you with a Penalty Fare Notice. A Penalty Fare is £100 plus the price of the full single fare applicable, or £50 plus the full price of the single fare applicable if paid within 21 days.

The full single fare applicable is the full single fare for the journey in question from the boarding station to the station that the penalty fare authorises you to travel to.

This relates only to the train that you are on.

It does not relate to the full length of your journey. If you are required to change trains to complete your journey then you must also buy a ticket for the remainder of your journey or face the risk of receiving further sanctions.

How to pay

You have 21 days in which to pay the amount shown on your notice. The 21 days starts from the day after you were issued the notice.

There are four ways you can pay:

1. Pay online at **GWR.com/RevenueProtection**
2. Take your Unpaid Fare Notice to any GWR ticket office and pay by cash, debit or credit card (we don't accept cheques at our ticket offices).
3. Fill in the card payment slip on the Penalty Fare Notice and send it to:
GWR UFN Department NE0205
Vastern House
Reading Station
Reading. RG1 8FP
4. Call our telephone payments line on **0330 174 9524***

* Standard network charges apply.

If you don't pay on time

Unless you have submitted an appeal, if you don't pay within 21 days, the sum you will have to pay is £100 plus the full price single fare applicable.

We will also give you another 14 days to pay. If after this period you still haven't paid, then we will consider bringing about legal action to recover the sum.

This will also result in further administration charges being applied, and could also result in you being summonsed to go to court.

There is more about this on page 12

You can appeal against the notice

Although we issue and manage Penalty Fare Notices, The independent Appeals Service (managed by ITAL) handles any appeals. If you want to appeal, you need to write appeal to The Appeals Service within 21 days of the date you got your notice.

You need to do this within 21 days of the date you got your notice, and include:

- A copy of the notice
- Details of why you could not show a valid ticket or authority to travel when we asked you
- The station you started your journey
- The time and date of your trip
- Any other relevant information.

You can submit your appeal in two ways:

- **Appealservice.co.uk** and filling in the online form
- Writing to:
Appeals Service,
Regus
Building 1000 Lakeside
Western Road
Portsmouth. PO6 3EZ.

What could happen if you do not pay your fare

If we think you have avoided, or tried to avoid, paying the right fare for your journey, we may:

- Interview you under caution, in line with the Police and Criminal Evidence Act (1984).
- Consider a prosecution for a criminal offence in line with the Regulation of Railways Act (1889), the Railway Byelaws and Fraud Act 2006.

If our Revenue Recovery Team gets a report about you, they will write to you with details of what will happen next.

What does 'Interview you under caution' mean?

If we think you avoided paying your fare, we might formally interview you and record your answers. If we do, we will caution you before we ask any questions, so you understand what's happening.

We'll do our best to settle out of court.

Prosecution can have serious consequences on your personal and professional life. So, if you don't pay your fare, we will do everything we can to avoid taking you to court.

We will send you an offer to settle out of court, asking you to pay an amount to cover your fare and our costs.

How to accept our offer

We'll give you 21 days to accept our offer to settle out of court. You can accept by paying the amount we've asked for.

There are two ways you can pay:

- Pay online at **GWR.com/RevenueProtection**
- Call our telephone payments line on **0330 174 9524***

* Standard network charges apply.

Deciding to go to court

Prosecution is normally a last resort and we look at every case individually. But there may be times when we prosecute without trying to settle out of court first. This would usually be when an individual has been reported to our Revenue Recovery Team before.

We never take our decision to prosecute lightly. We will only go ahead if there is a high chance of a conviction and it is in the best interests of justice.

What happens if a prosecution is instituted

GWR gather and provide evidence to authorised lawyers who will consider the evidence and the public interest before deciding whether a prosecution is appropriate.

If a case is considered appropriate then you can expect to receive a summons a few weeks before the date of the first hearing. You will also be provided with details of where and when the hearing is going to be held, how to enter a plea and a copy of the evidence.

The maximum sentences for not paying your fare

If you are found guilty of fare evasion in court, you will receive a sentence from the magistrates. The sentence you get depends on the nature of the offence and any mitigations put forward, as well as the magistrates.

If you are found guilty under the Railway Byelaws, you could have to pay a fine of up to £1,000. If you are found guilty under the Regulation of Railways Act, you could have to pay a fine of up to £1,000 and/or go to prison for up to three months.

You may also have to pay other charges if they apply to your offence. An example of another charge is a Victim Surcharge.

Being convicted of fare evasion could mean you get a criminal record as well. This could make it difficult for you to get a job, as well as other things like credit, insurance and visas for foreign travel.

You may have to pay our costs

Whenever we go to court, we seek to recover our costs as well as claiming compensation for the unpaid rail fare.

We aim to make sure our genuine and honest fare-paying customers are not affected by the costs of tackling fare evasion.

If our claim is successful, the court may order you to pay our costs.

Fraud

People who persistently travel on our trains without a ticket or without a valid ticket may be subject to further and more detailed criminal investigation for offences of fraud under the Fraud Act 2006. If convicted for a fraud offence you could receive a sentence of up to 10 years in prison and or a fine.

GWR will actively investigate all instances of suspected fraud and will either refer matters to the police for consideration or refer the matter to an authorised lawyer who will review the evidence and consider whether it is appropriate to bring about a private prosecution under the Act, where appropriate.

If you are unhappy

Speak to our Revenue Recovery Team

If you aren't happy with the way we are handling your case, or you have any details you think will help, please email our Revenue Recovery Team at **GWRProsecutions@GWR.com**

If you do not contact us, you may not have the chance to talk about your case before you go to court.

Call our Customer Support Team

If you are unhappy with the way any of our staff have treated you, please get in touch with our **Customer Support Team** through either:

- **GWR.com** and filling in our online form
- Calling **03457 000 125***
- Emailing **GWR.Feedback@GWR.com**
- Write to us at **Freepost GWR CUSTOMER SUPPORT**

Our Customer Support Team can't help with cases though. You'll still need to resolve that with our Revenue Recovery Team

Get in touch with Transport Focus

If you are still unhappy with how GWR has handled your case, you can get in touch with **Transport Focus** – an independent watchdog for transport users. They may be able to give you some advice or help you with any queries about your case.

- Call **0300 123 2350***
- Go to **Transportfocus.org.uk**

* Standard network charges apply. Calls from mobiles may be higher

