

# **Passenger's Charter**

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April 2026

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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.

Where indicated by this symbol - ♦ - next to the telephone numbers, standard network charges apply. Calls from mobiles may be higher.

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# Our Passenger's Charter

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Our Passenger's Charter is our commitment to you. We work hard to make sure every journey you take with us is easy and enjoyable.

Our charter tells you what you can expect from all of us at Great Western Railway (GWR), on our trains and at our stations. It sets out the minimum level of service we're committed to.

Every year, we review and refresh our charter. We work with the passenger watchdogs Transport Focus and London TravelWatch to make sure it's up to date and fair for all our customers.

You can get copies of this charter from the staff at our stations, from our **Customer Support team** or from our website, **GWR.com**.

## National Rail Conditions of Travel

Our Passenger's Charter should be read alongside the **National Rail Conditions of Travel**.

The Conditions of Travel set out the terms of the contract you have with us when you buy a ticket and use it to travel.

Copies of these conditions are available at **Nationalrail.co.uk**, at **GWR.com** and upon request, from any staffed Ticket Office.

## **Rail Passengers' Rights and Obligations Regulation**

You also have rights under the Rail Passengers' Rights and Obligations Regulation (No 1371/2007) ("PRO"), as it applies in UK law.

The PRO incorporates the 'Uniform Rules concerning the Contract for International Carriage of Passengers and Luggage by Rail' (commonly known as "CIV").

For an overview of these rights, where you can see passengers' rights and obligations, please visit: **[Gov.uk/government/publications/guidance-on-rail-passengers-rights-and-obligations-regulation-no-13712007](https://www.gov.uk/government/publications/guidance-on-rail-passengers-rights-and-obligations-regulation-no-13712007)**.

The Office of Rail and Road (ORR.gov.uk) is the National Enforcement Body for the PRO.

# Planning your journey

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We know how important it is to give you everything you need to plan your journey properly, and to keep you up to date with any changes.

We offer advice, timetables and information about travelling with GWR in different ways.

Here's how you can stay up to date:

- Go to [GWR.com](https://www.gwr.com) for train and journey information, to book tickets, register for a smartcard and to print your own personal timetable
- Download our free app from your App store or Google Play, so you can plan your journey, download e-Tickets and check train times and journey information
- Check the information displays at our stations
- Read our leaflets at our stations or on our website
- Follow us on **X @GWRHelp** for live journey information, service updates and to have your questions answered. We're available between 0700 and 1900 7 days a week
- Find us on Facebook at **Facebook.com/GWRUK**
- Sign up to our free journey alerts at **JourneyCheck.com/GWR**
- Call our **Customer Support team** on **03457 000 125** (◆) .

You can listen for announcements at our stations and on our trains. We give full and accurate live information before and during your journey. This includes information about how our trains are running, as well as information about our station facilities, promotions, and fares.

## **National Rail Enquiries/Traveline**

You can get information about all UK trains from National Rail Enquiries where can also create and print your own timetable for services that you use. Further details can be found by visiting the timetable page on the National Rail Enquiries website.

If you would like a timetable to be printed, and posted to your home address, you can email National Rail Enquiries at **customer.relations@nationalrail.co.uk**, or call **0800 022 3720**.

Traveline can help you with local and national bus information. You can call them on **0871 200 22 33**\* or go to **traveline.info**.

\* Calls cost 12 pence per minute plus your phone company's access charge

# Making it easy to buy tickets

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We want to make it as easy as we can for you to buy a ticket for travelling with us, so offer several options to suit different circumstances and budgets.

## **GWR Website**

Go to **GWR.com** to buy tickets before you travel.

Most tickets can be:

- Sent to you as an e-Ticket/PDF for use on a mobile device or printed at home
- Added to a smartcard
- Picked up at the station
- Sent to you by post.

## **GWR App**

The free GWR mobile app is an easy way to plan, book and check your journey, as well as create your own door-to-door journey planner.

You can:

- Access the cheapest through fares
- Purchase e-Tickets
- Save your favourite journeys
- Get live updates for train and bus times, including platform and bus stop information for your journey
- View live loading information to see which carriages are busy or have seats available
- Reserve a Bicycle space up to 2 hours before your departure on selected services, if a space is available.

- The GWR app is available for download via the **App Store** and **Google Play**.

We do not charge an admin fee for tickets booked with us, via our website or app.

## **Ticket Office**

We'll explain our range of ticket and fare options and help you find the best one for your journey.

You can use cash and most credit and debit cards, and valid Rail Travel Vouchers to pay - each office displays a list of the payment cards it accepts in the window.

You'll find the opening hours of our ticket offices at **GWR.com** or displayed at our stations, along with details of how to buy tickets if the office is closed.

You shouldn't have to queue for more than five minutes to buy a ticket from our ticket office at peak time, or more than three minutes at other times. Periods of peak demand are displayed alongside the opening hours at each ticket office.

## **Ticket Machines**

At a ticket machine, you can buy a wide range of tickets available for immediate use. You can also pick up tickets you have booked online. Most of our stations have them, and they take cash and/or most credit and debit cards.

Sometimes we limit what tickets are available. For example, you can't buy an off-peak ticket from a ticket machine at peak time.

You can check whether your local station has a ticket machine at **GWR.com** or by calling **National Rail Enquiries** on **03457 48 49 50** (◆).

### **Ticket Machine Price Guarantee**

If you have bought a ticket from one of our self-service machines and then find a cheaper one was available for the journey, you may be entitled to a refund of the difference.

To make a claim, get in touch with our **Customer Support team** with a copy of the relevant tickets and details of your journey, including the time you travelled.

### **Touch smartcard**

Our touch smartcard is available for Season Tickets, London Travelcard and single and return tickets (on selected routes) on most of our network and offers a quick and easy way to store your train tickets.

**GWR.com** has a dedicated webpage about the touch smartcard telling you how to get your free smartcard and a helpful guide on how to use it.

## **Plusbus**

PlusBus is a discount price bus pass that you buy with your train ticket. It gives you unlimited bus travel (on participating operators' services) to and from the rail station and around the whole urban area of the rail-served town or city.

Tickets can be bought from GWR ticket offices or from **GWR.com**.

# Providing assistance to disabled and elderly customers

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We want everyone travelling with us to have an easy and comfortable journey - including our older customers and people with a disability.

If you need support getting on and off the train, navigating the station or planning your journey, we're more than happy to help.

We recognise that some people requiring assistance have disabilities which our staff may not be able to see. If you have such a disability then be assured that if you tell us you require assistance, we will help.

Our Accessible Travel Policy outlines our commitment to helping our disabled customers and it provides an explanation of how to book assistance, what assistance we offer, and where to get further information.

You can read the policy on our website at **GWR.com/PassengerAssist** or you can pick up a copy of our 'Making Rail Accessible: Helping Older and Disabled passengers' leaflet at all GWR staffed stations.

It's also available in large print, Braille and as an audio recording from our **Passenger Assist Team**. You can call them for free on **0800 197 1329**.

## Passenger Assist

If you're planning a journey with us, you can pre-book assistance up to two hours before you travel.

Then we'll:

- Help you find your nearest station with the best facilities for you
- Help you plan the easiest route for your journey

- Make sure our staff know you're coming and what support you need
- Give you all the help we can along the way - around the station and on the train
- Ensure staff at your destination know you are travelling, so they can meet you on arrival.

If your local station or the station you need to get to isn't accessible, don't worry; we'll arrange for you to get to and from a station that is accessible, free of charge.

### **How to book assistance**

Our Passenger Assist Team are available 24 hours a day, every day except Christmas Day and Boxing Day (25 and 26 December), to process website and Passenger Assist app bookings, and manage requests over the phone.

They can also sell tickets and make seat reservations for your journey.

Website and app bookings made between 2200 on 24 December and 0001 on 27 December will be processed when our contact centre reopens on 27 December.

You can:

- Call them free on **0800 197 1329**
- Use text relay free on **18001 0800 197 1329**
- Email **Passenger.Assist@GWR.com**

You can also book assistance through our website: **GWR.com**, or by downloading the Passenger Assistance app from the App Store and Google Play.

## **Failed Assistance**

All individual train operating companies have their own recompense policies, which can be found within their Accessible Travel Policies. If you travel with GWR and your booked assistance fails, you will be compensated.

If GWR fail to provide your booked assistance, we will always look at what happened on a case-by-case basis so we can provide the appropriate compensation. As a minimum this will be 100% of the cost of a single ticket, or 50% if a return ticket is held.

If another train company was responsible for the failure, you can contact them directly, or we can liaise with them on your behalf.

Where assistance has not been provided due to a delay, and both Delay Repay and Passenger Assist redress could apply, you will be entitled to whichever value is the highest but will not be able to claim both.

The compensation scheme set out above does not limit or exclude your other legal rights to compensation under the Consumer Rights Act 2015, or Equalities Act 2010. If you believe this applies to your journey, please contact our **Customer Support team**.

## **For Immediate Travel**

You can turn up at any station that is accessible to you, and request assistance onto a train from a member of staff. We would recommend arriving 20 minutes before your train is due to depart, to ensure staff are available to provide the assistance required.

If a station is unstaffed and you require assistance, please call our Passenger Assist Team on 0800 197 1329, or alternatively use the Help Point located on the platform. We will provide the help you need as quickly as possible.

### **Useful Information**

You can get more information about station and accessibility features, staffing hours, trains and journey times at **GWR.com/Stations** or from **Nationalrail.co.uk**.

They are also available by calling us at **0800 197 1329** or **03457 48 49 50** (◆) or National Rail Enquires on 0345 60 50 600 (textphone), and they're available 24 hours a day.

### **Mobility scooter permits**

If you have a mobility scooter, we're happy for you to bring it with you if you have a permit.

The only exceptions are scooters which are more than 120cm long or 70cm wide and/or if the combined weight of you and the scooter exceeds 300kg.

You can find out more about this and apply for a permit by calling our **Passenger Assist Team** on **0800 197 1329**.

You can also apply at **GWR.com**, further information can be found in our Accessible Travel Policy.

You won't need a permit if your mobility scooter can be folded down, so it is no bigger than an average large suitcase; that way it can go in the luggage rack. You'll need to be able to take the scooter on and off the train yourself or have someone with you who can help.

## **Priority seat cards**

We always ask our customers to give up priority seats for people who need them more but it's not always obvious why someone needs a seat.

If you're disabled, pregnant, 65 or over, or travelling with a child under 3 and you need to sit down when you travel, you are eligible for a Priority Seat Card. That way, when you ask someone for their seat, you can show your card without any embarrassment or having to explain anything.

To check if you can get a card, call our **Passenger Assist Team** on **0800 197 1329** or go to **GWR.com**

There are clearly labelled priority seats on all our trains, usually near the doors. You can view seating plans for our trains on **GWR.com**.

## **Parking for International Blue Badge Holders**

Parking is free for all customers displaying a current international Blue Badge. The badge just needs to be visible through your windscreen.

At car parks monitored by Automatic Number Plate Recognition (ANPR) there may be additional procedures required. Please check local signage.

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# What to expect at GWR stations

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We want our stations to be pleasant and easy to use. We regularly check everything's working properly and keep our stations as clean and tidy as we can throughout the day.

If you find that's not the case, please speak to a member of our station team or call our **Customer Support team** on **03457 000 125** (◆).

Detailed information about our stations is also available at **GWR.com**.

Here's what you can expect at the stations managed by GWR:

## **GWR staff**

Our station staff all wear a distinctive GWR uniform and a name badge. They will be happy to answer your questions or give you information.

## **Unstaffed stations**

All our unstaffed stations have Help Points to allow you to find out the latest information about their journey and speak to a member of staff.

We also make sure that posters are kept up to date with information you might need.

## Waiting areas

All our stations have sheltered waiting areas, and some stations have waiting rooms, which will be open when staff are there.

We also have First Class lounges at London Paddington and Cardiff Central.

Here are their normal opening hours, but these can vary from time to time:

<b>London Paddington</b>	
Monday to Friday	0500 - 2330
Saturday	0500 - 2100
Sunday	1000 - 2330
Bank Holiday	0500 - 2330

<b>Cardiff Central</b>	
Monday to Friday	0630 - 1830
Saturday	0900 - 1600
Sunday	1000 - 1600
Bank Holiday	Closed

Night Riviera Sleeper passengers travelling to London Paddington can use our exclusive lounges at Penzance and Truro, which are open an hour before departure.

They are also available for use by passengers arriving on the sleeper.

## **Ticket Gates**

For extra security, and to stop people travelling without a ticket, we've fitted automatic ticket gates at many of our stations.

If you need to keep your ticket after your journey, you can show it to the staff at the gates and let them know you need to keep it. They'll open a gate for you.

## **Information**

We give as much information as we can to help you find your train.

All the platform details, train times and stations on each route are on our notice boards and information screens.

We also have Help Points at all our stations, where you can get live updates and timetable information.

## **Changing trains**

If you're changing trains and the service you are on is running late, your next train may not be able to wait. That's because we don't want to make the customers already on that train run late as well.

There may be occasions when we can wait - for example, if your connecting train is the last one of the day. If not, your ticket will be valid for the next available service.

Please check our timetables to see how much time you'll need at each station, to change trains, before you book your tickets. It is always sensible to allow a reasonable amount of time to catch your onward connection.

## Missed Connection

If you give yourself plenty of time but still miss a connection because our train is late, we'll help you get to the destination on your ticket.

You may be entitled to compensation if this delayed you by 15 minutes, or more.

Delay Repay compensation can be claimed at **[GWR.com/DelayRepay](https://www.gwr.com/delayrepay)**.

## Car Parking

Most of our stations have car parking for customers. Go to [GWR.com](https://www.gwr.com) to see if your local station has a car park and how much it costs.

You can call our **Customer Support team** on **03457 000 125** (◆), who will also be able to give you this information. Regular travellers could save money on the cost of parking with a car park Season Ticket.

## Toilets

Many of our stations have toilets for customers and they're open when our staff are there.

We work hard to keep them clean and hygienic throughout the day but if you notice a problem, please let a staff member know.

Some of our services call at stations managed by other train companies, or Network Rail.

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# What to expect on GWR trains

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We want your journey to be comfortable and enjoyable, so we work hard to make sure everything runs smoothly.

## Food and drink

We offer a range of different options for food and drink on many of our trains. We show which trains are scheduled to have on-board catering in our timetable, and at **GWR.com**

We'll do our best to let you know if any of this catering cannot be provided before you travel.

Our on-board food and drink service is cashless. We accept Apple Pay, Google Pay and all major debit and credit cards, including American Express.

## Wi-Fi

We offer complimentary Wi-Fi on our services and at some stations. You can see an up-to-date list of stations with complimentary Wi-Fi, and some information about connecting to the customer Wi-Fi at **GWR.com/wifi**.

Our on-board Wi-Fi uses mobile networks to provide connectivity. This means speeds can vary in tunnels and rural areas, or when lots of people are using the service. We cannot guarantee that it will always be available.

## First Class

We have First Class carriages on many of our trains - you can check at **GWR.com** or in our printed timetables.

We aim to offer a First Class at-seat service on high-speed, long-distance services starting their journeys on weekdays between 0600 and 1930, but this is not guaranteed.

## Bicycles

We provide cycle storage areas at most of our stations and have a number of different cycle hire schemes available across our network. You can find out more information at **GWR.com/Bikes**.

Reserving your bike is compulsory when travelling on our Intercity Express Train (IET) and Night Riviera services. You must travel with evidence of your reservation.

On our local trains, spaces are allocated on a first-come, first-served basis and are subject to availability.

Reservations are free and can be made online at **GWR.com** when you buy your ticket, at a ticket office, or by calling **03457 000 125** (◆).

In accordance with the **National Rail Conditions of Travel** we will refuse to carry a bike if it is unsafe to do so, or if a reservation has not been made for a reservable train.

Folding bikes with a maximum 20-inch diameter wheel can be taken on any train at any time and stored as luggage (see our 'luggage' section below). Please fold the bike before boarding.

Road legal electric bikes (also known as e-bikes) are permitted on our services providing they comply with the guidance that can be found in our 'Cycling by Train' policy.

Copies can be found at **GWR.com** or at GWR stations. Electric bikes must not be charged at stations or onboard our trains, at any time.

We are unable to carry tandems, tricycles or bicycles with trailers at any time.

Motorbikes, motor scooters, e-scooters and powered vehicles are not permitted.

If you have reserved a space for your bike and we do not honour that reservation, you can claim compensation. This will be paid in line with our Delay Repay scheme. Please contact our **Customer Support team**, with a copy of your ticket, reservation and journey details to make a claim.

## **Animals on board**

If you'd like to travel with your pet, we're happy for you to do so. Please keep dogs on a lead.

Other small domestic animals must always travel in a fully enclosed carrier that does not exceed 85 x 60 x 60 cm.

You can take up to two animals free of charge. You'll also need to keep them off the seats and make sure they aren't taking up space that other customers could use.

## Reserving a seat

When you have a ticket, you can make one seat reservation on each reservable train for every passenger travelling. If you don't use your seat, we'll give it to someone else. If you buy an Advance ticket, it's only valid with the seat reservation that comes with it.

If you haven't made a reservation, you may not get a seat on the train if it is busy. We constantly review the capacity of our trains to make sure we can provide a good service but if you haven't made a reservation, you may not get a seat as your ticket does not guarantee one.

Some of our tickets are flexible, so you can catch any of our trains. It is still a good idea to book a seat on a specific train if you know when you are travelling - especially for long-distance journeys.

It's free to reserve a seat, and you can make a reservation at the time of buying a ticket, or afterwards by calling our Customer Support team on **03457 000 125** (◆) or by visiting one of our ticket offices.

### **If no standard class seating is available and you have booked a seat**

If you have reserved a standard class seat but have to stand for your whole journey because neither your booked seat nor an alternative seat was available, we will provide compensation. This will be 50% of the cost of a single ticket, or 25% if a return ticket is held.

To claim your compensation please get in touch with our **Customer Support team**, within 28 days of making your journey. We'll need a copy of your ticket, reservation and journey details.

If you held a reservation and had to stand but managed to get a seat part way through your journey, or if your journey with GWR was part of a journey that involved another Train Operating Company, please get in touch

with our **Customer Support team** with full details about what happened so we can consider offering a gesture of goodwill.

### **If no First Class seating is available and you have a First Class ticket**

If you have a First Class ticket and no seats are available in First Class but you are able to get a seat in standard class or have to stand in First Class, then we'll refund the difference between the First Class ticket held and the equivalent standard class ticket.

If there are no available seats in standard class, we will cover the full cost of the affected journey.

If you have a Season Ticket, we'll work out the proportionate daily rate (not pro-rata) for your journey.

To claim your compensation, please get in touch with our **Customer Support team** within 28 days of your journey. We'll need a copy of your ticket, reservation and journey details.

## **Luggage**

We always do our best to accommodate all your luggage, but you should not bring more luggage onto the train than you can carry.

If the train is busy, or loading your luggage could cause delays, injury or inconvenience, we won't be able to take it.

We also won't take unaccompanied luggage or anything that we think might be dangerous.

There is more information about taking luggage and other articles with you on your journey in paragraphs 23, 25 and 26 of the **National Rail Conditions of Travel**.

If your property is damaged, we will consider what compensation may be due if our staff or service were at fault.

## **Surfboards**

Surfboards can be carried in the Guards Van on our Night Riviera Sleeper service.

On local stopping services surfboards are permitted if the train is not busy, or loading your luggage will not cause delays, injury or inconvenience. We are not able to carry surfboards on any High-Speed Trains or Intercity Express Trains (in any circumstances).

If you're not sure which train you're travelling on, please contact our **Customer Support team** for help.

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# Travelling with a valid ticket

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You must travel with a valid ticket.

At stations that are staffed or have ticket machines, you must pay for your journey before boarding your train, if facilities are available to do so.

Please remember that if your ticket is carried on a mobile device, that device should have sufficient charge so the ticket can be checked upon request.

Where a station isn't staffed, or the ticket machines aren't working, or cannot give you the ticket you want, you must, as soon as you are reasonably able, buy an appropriate ticket to complete your journey.

Alternatively, please remember that most tickets can be bought using a mobile device, although we understand that not everyone has access to one.

If you buy a ticket that has restrictions, and/or a Railcard discount, you must adhere to any restrictions and have your Railcard with you; otherwise you'll need to pay for your journey again at full price.

## **If you have forgotten or mislaid your Railcard or Season Ticket**

If you have forgotten or mislaid your valid Railcard and were unable to produce it when requested but can produce that valid railcard at a later date, get in touch with our **Customer Support team**.

They will arrange a refund of any additional charge incurred; for one claim in any 12-month period. We will need to see the railcard, and all relevant journey tickets.

If you have a valid Season Ticket but are unable to show either your ticket, or photocard when asked, you may be asked to buy a new ticket for your journey.

We will arrange a refund of any additional charge incurred minus an admin fee; for two claims in any 12-month period. We will need to see a copy of your Season Ticket, photocard and the new ticket you were asked to purchase.

### **If you don't have a valid ticket**

If you are travelling without a ticket, or one that isn't valid, you could be issued with an Unpaid Fare Notice, or a Penalty Fare Notice. If you've received a discounted fare because you hold a Railcard, you will need to produce that too for your ticket to be valid.

You can find out more about our 'Buy Before you Board' policy and our Revenue Protection policy at **GWR.com**

### **Group Travel**

**Travelling for Leisure:** If you're travelling with friends or family, you can use GroupSave to reduce the cost of travel if between 3 and 9 people are travelling together.

**Travelling for work:** For business travel groups of 10 or more, our business ticket allows 10 people to travel for the price of 9 on selected routes.

For further details, go to **GWR.com**, email **GWRGrouptravel@GWR.com**, or call **03457 000 125** (◆).

## **Business Travel**

If you travel for work, you might like to use our dedicated rail booking and business management service, Business Direct to organise your travel quickly and easily. You can call our team on **03457 000 125 (◆)**, or email **[GWRBusinessDirect@GWR.com](mailto:GWRBusinessDirect@GWR.com)**.

**GWR.com** has further details.

# If things go wrong

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We work hard to make sure your journeys with us run smoothly but we know that sometimes things don't go to plan.

If your journey is delayed, we'll do everything we can to get you where you need to be.

## Getting through delays

- We'll always try to keep you up to date about what's happening and give you advice about your journey
- If the problems with our service or the rail network are very bad, we'll try to put extra members of staff on our delayed trains and at affected stations
- If our service is delayed by more than an hour, we aim to provide complimentary non-alcoholic refreshments if they are available and while stocks last
- If the train you're on is delayed during your trip, we'll get you to the station you're going to if we can - by bus or taxi if we need to. If we can't get you to that station, we'll take you back to the station that will work best for you. If we can't do either of those things, we'll find you somewhere to stay for the night, so you can continue your journey the next day
- We will aim to make the bus/taxi/hotel arrangements for you at our cost. If we do not make those arrangements for you, and you make them yourself then we will pay your reasonable and proportionate costs for:
  - Alternative travel
  - A hotel where this is a reasonable step for you to take as an alternative to completing your journey

- You may still choose to make more expensive arrangements at your own cost
- We want to make claiming compensation for a delayed journey as easy as we can. Where possible, our team will let you know when you're entitled to it and will offer advice on how to make a claim.

## **Get in touch with us**

If you have been delayed on a GWR journey and want to speak to us, we welcome the opportunity to make up for it and to handle any complaints you have quickly and efficiently.

For more on what you can expect from us and how to get in touch, check our Complaints Handling Policy. You'll find a copy at **GWR.com**

# Compensation

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We work hard to provide a punctual service, but we know that sometimes things don't go to plan.

If your journey is delayed, we'll help you get where you need to be. In this section, we set out how our delay compensation system works, what compensation you should expect to receive, and how to make a claim.

## Compensation

GWR operate a Delay Repay scheme for all ticket holders, including Season Tickets, that provides compensation for any delay to our published timetable that is 15 minutes or longer, irrespective of the cause.

## How to make a claim

The quickest and easiest way to submit a Delay Repay claim is via our dedicated webform, found at **DelayRepay.GWR.com**.

You can also claim by sending us a completed compensation claim form, available at our stations or you can download a copy at **GWR.com**.

Please send the completed form to **Freepost GWR DELAY REPAY**.

You will need to provide details of the affected journey, and either the original or a copy of your journey ticket. If you are travelling to a station that has ticket barriers, you can make staff aware that you need to keep your ticket and they will allow you to exit.

If you have a registered GWR Smartcard, you can benefit from Automated Delay Repay (ADR), making claims even easier with just one click.

If you travelled using a ticket on an Oyster card or via TfL PAYG, please include a usage statement which you can download at **TfL.gov.uk**. You will need to ensure your contactless card is registered with TfL.

Any claim must be submitted within 28 days of the affected journey, and you will need to make a new claim for each delay.

When you register for an account with us at **DelayRepay.GWR.com**, 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:

- Bank Transfer
- Payment to card
- An e-voucher (that shows as a credit on your GWR.com account)
- Rail Travel Vouchers
- A donation to charity

## How we calculate compensation

### Single journey tickets

<b>Length of delay</b>	<b>Amount of compensation paid as a percentage of your ticket price</b>
0-14 minutes	None
15-29 minutes	25% of ticket cost
30-59 minutes	50% of ticket cost
60-119 minutes	100% of ticket cost
120 minutes or longer	100% of ticket cost

### Return journey ticket

<b>Length of delay</b>	<b>Amount of compensation paid as a percentage of your ticket price</b>
0-14 minutes	None
15-29 minutes	12.5% of ticket cost
30-59 minutes	25% of ticket cost
60-119 minutes	50% of ticket cost
120 minutes or longer	100% of ticket cost

## Season tickets

<b>Length of delay</b>	<b>Amount of compensation paid as a percentage of your journey cost</b>
0-14 minutes	None
15-29 minutes	25% of journey cost
30-59 minutes	50% of journey cost
60-119 minutes	100% of journey cost
120 minutes or longer	200% of journey cost

If you are travelling with a Season Ticket, we will calculate the value of 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:

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

If you have a flexible ticket, a carnet ticket or a rover ticket, compensation will be calculated using the proportional daily price of the ticket held.

We divide the cost of the ticket by the number of days it is valid for. For example, the daily rate for a ticket that is valid for 10 journeys, will be calculated as 1/10 of the total ticket price.

## **Automated Delay Repay**

Automated Delay Repay (ADR) is a service to make Delay Repay claims even easier with just one click.

With ADR, we will, in many cases, automatically start a Delay Repay claim for you if we think you've been delayed by 15 minutes or more.

If you have a GWR Pay as You Go account linked to your GWR Touch Smartcard, have bought a Season Ticket on your Touch Smartcard from our website, or have bought an Advance ticket from our website, you will need to create an account at **DelayRepay.GWR.com** and opt into ADR.

You will need to tap or scan in and out at the start and end of your journey for us to be able to pay compensation under ADR.

### **Valid claims**

Customers are responsible for submitting valid claims and we reserve the right to check the validity of all claims we receive. We accept claims made by a third party as long as they include the passenger's name and journey information. We treat fraudulent claims very seriously and will take further action if appropriate.

In the event that our service is delayed by 15 minutes or longer, we will inform you of your right to claim compensation through the following channels:

- Announcements onboard services that are delayed, they will also inform you how to submit a claim
- Our website shows how you can claim your compensation

- Delay Repay information is available on posters at stations
- Delay Repay information is given via customer e-mails

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

If part of your journey was with another train company, we will compensate you if we caused the delay that resulted in you arriving at your destination 15 minutes or later than scheduled.

If we were not responsible for the delay, we will pass your claim to the other train company and ask them to contact you. We will always let you know when we have done this.

# Other Losses

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## Other losses or costs

The compensation schemes set out above do not limit or exclude your other legal rights to compensation for losses as a consumer, where GWR was at fault under the Consumer Rights Act 2015 and failed to provide its passenger rail service to you with reasonable care and skill.

If you believe this applies to your journey, please contact our **Customer Support team**. You must not seek to recover the same money twice, for example both under our Delay Repay claims process and the Consumer Rights Act 2015.

## Flights and Events

If you are connecting with another transport service, or attending an event, please leave plenty of time to make it there.

For example, Heathrow Airport suggest allowing 3 hours' additional time if catching a long-haul flight and at least 2 hours' if flying to European destinations. Gatwick Airport state you should arrive 2 hours before your flight departs. If travelling on the Eurostar, we suggest arriving 90 minutes before your scheduled departure time on their service, but you should always refer to the operator you travel with for their latest advice.

If you do not allow sufficient time when travelling, and miss your onward journey, we may not be able to cover additional expenses incurred. It is important to get full travel insurance.

During a substantial delay our staff will try to identify/locate passengers with particularly time-critical onward travel requirements (for example making a flight). If you are concerned that we are not aware of your requirement, please inform a member of staff so that we can help you.

### **Planned improvement work**

Network Rail have an ongoing programme of engineering work to improve rail services and sometimes our timetable needs to be changed to allow the work to go ahead.

We normally know about improvement work 12 weeks before it starts, and we keep our website up to date with any changes to our services. Alternatively, you can contact National Rail Enquiries for information on work across the entire rail network.

We'll also put up posters at our staffed stations four weeks before the works start.

We'll do our best to make sure you can still travel by train for all your journeys during any improvement work, however there will be times when we will need to take you by road instead.

When this happens, we don't always have room for things like:

- Prams and pushchairs that don't fold
- Non-folding bikes
- Animals (except assistance dogs)

If you need to travel with any of these things, please check the status of your journey before you leave home.

## Emergency work

Sometimes Network Rail have to carry out engineering work at very short notice, so we have to run a different timetable. When this happens, we'll give you as much notice as we can - through our website and at our stations.

You can follow us on **X @GWRHelp** for live updates and we have a journey alert system which you can sign up to at **[JourneyCheck.com/GWR](https://www.journeycheck.com/GWR)**.

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# Refunding your ticket when you don't travel

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## Delays and cancellations

If your train is delayed, cancelled, or we have issued a 'do not travel' warning and you decide not to travel, you can claim a full refund from the ticket retailer you bought it from. This applies to all ticket types, except Season Tickets.

If you bought your ticket from GWR, wherever possible we will give you a full refund at any GWR ticket office - you can also apply online at the GWR website. This also applies if you have started your journey and abandon it due to disruption.

If you purchased a paper ticket from Transport for London (TfL), then you will need to claim any refund from TfL.

If you have a Season Ticket and follow a 'do not travel' warning we have issued, please contact our Customer Support team who will process compensation covering the cost of the journey(s).

## If you choose not to travel for your own reasons

Certain tickets are not refundable - for example, Advance tickets - so it's a good idea to check the terms and conditions of your ticket before you buy it.

For most other tickets, except Season Tickets - for example Anytime, Off-Peak and Super Off-Peak - If you decide not to travel for your own reasons, you can apply for a refund up to 23:59 the day before your ticket becomes valid for travel.

Once your ticket becomes valid, it is no longer refundable unless:

- A train you intended to catch was delayed or cancelled (see above), or
- There were exceptional circumstances that prevented you from travelling

In these circumstances, refund requests will be considered if you apply within 28 days of the ticket ceasing to be valid. We will charge a £5 administration fee for every application made.

The full ticket and refund conditions can be found on **GWR.com** or see conditions 29 and 30 of the **National Rail Conditions of Travel** version 7.

## **Refunding Season Tickets**

In most cases, we can refund an unused portion of your Season Ticket. You can return the Season Ticket to where you bought it, and we'll give you a refund from the date you handed it back.

We calculate the refund as the difference between the cost of the Season Ticket you originally bought and the cost of a Season Ticket for the time you actually used it.

Flexi Season tickets are valid for 28 days, if you haven't used the 8 day passes, you may be entitled to a refund if you make a claim before the end of the 28-day validity period. There must be a minimum of one unused day ticket left.

A refund is calculated by deducting the cost of an Anytime Day Return for the same journey, for each day's travel activated, from the cost of the Flexi Season. We charge a £5 admin fee for every application made.

Full terms and conditions can be found at **[GWR.com/your-tickets/choosing-your-ticket/season-tickets](https://www.gwr.com/your-tickets/choosing-your-ticket/season-tickets)**.

Our Season Tickets offer great value for regular travellers because you pay a lot less per day for your journey than on daily tickets. You also save more per day on a yearly Season Ticket than you do on a monthly one, for example. An annual Season Ticket is calculated on the rate for 40 weeks and has no refund validity after 10 months and 12 days. So, you might find that there's only a very small amount, or nothing, to refund when you return it to us if there is little validity remaining.

## **If you're ill**

If you are ill, and unable to travel for a period of 4 weeks or longer, please contact us at the first available opportunity to discuss a potential refund of your Season Ticket. We will ask for evidence of your illness, and if provided will backdate the refund to when your illness started.

## **Lost, stolen or damaged Season Tickets**

It's important that you keep your ticket safe. If you lose a paper Season Ticket, we can give you a duplicate, but we will charge you an admin fee. If for any reason your ticket stops working, where possible we will replace it with a Touch Smartcard.

If you have a Touch Smartcard, please let us know if you lose it, we will immediately cancel the card and issue a replacement. The full terms and conditions of your Touch Smartcard can be found at **[GWR.com/Touch](https://www.gwr.com/Touch)**.

## **If your property is damaged**

Anything you bring with you to our stations or on our trains is your responsibility.

If you lose it or it's stolen, we don't give any compensation. If your property is damaged, we'll only give you compensation if the damage was caused by the fault of our staff.

## **Accidents**

Travelling by train is very safe, and we work hard to prevent accidents.

If something does go wrong and you are hurt, please let us know as soon as possible. If it's an emergency, we'll get you the help you need.

We record all the details of accidents, so we can investigate what happened and make sure it doesn't happen again.

## **Lost Property**

If you leave something on our trains or at our stations, you can let us know by visiting **[GWR.com/Lost](https://www.gwr.com/lost)**.

Any items we find are sent to our lost property office at Bristol Temple Meads station.

Items left on trains are often recovered when the train reaches its final stop. As many journeys are long, the final stop may be managed by a

different train company, so lost property may be taken to their office instead. We will let you know if you might need to contact anybody else as well.

Items can take up to 7 days to reach us and we store what we find for 12 weeks. If we have something of yours, you can collect it, or it can be returned by post or courier. We just ask you to pay for any associated postage or courier fees. We do not charge to store or handle your lost property.

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# Get in touch with us

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**Go to [GWR.com](https://www.gwr.com) and fill in our online form**

Once our **Customer Support team** has your message, they'll aim to get back to you within 5 working days. If they need more time to investigate a complaint or to check information, it could take up to 20 working days.

**Call us on 03457 000 125 (◆)**

If you're travelling soon and need help straight away, our **Customer Support team** will be more than happy to help you with whatever you need.

They're available **0800 to 2000 daily**.

**Get in touch via social media**

If you need help with your journey, you can contact us on **X @GWRHelp**, send us a message on **Facebook** at **facebook.com/GWRUK** or **WhatsApp** us at **07890 608043**.

## Write to us free of charge

Our address is: **Freepost GWR CUSTOMER SUPPORT.**

Once our Customer Support team has your letter, they'll aim to get back to you within 5 working days. If they need more time to investigate a complaint or to check information, it could take up to 20 working days.

## Comments about other Train Companies

If any of your comments are linked to another train company, we'll send them on to that company and ask them to contact you. We will always let you know when we've done this.

## Customer Panel

We have a Customer Panel, who's aim is to provide feedback to us on what they think we could do better and to share real life experiences of our service with us, on a formal basis.

We work hard to ensure that the Customer Panel is made up of a wide and diverse range of GWR passengers, so that all views are represented.

You can find more information about our Customer Panel at **GWR.com**.

## **Community Rail**

We work with several Community Rail Partnerships on our network to help people get the most from their railways, promote social inclusion and sustainable travel.

**GWR.com** has more details of our involvement with Community Rail.

We also fund a 'Customer and Communities Improvement Fund' to support projects across our Network that address an area of social need and benefits local communities. A panel of customer representatives from across our route and our executive management team meet to look at proposals with the Department for Transport making the final decision and granting approval.

## **Railway Ombudsman**

Please give us the opportunity to try to resolve your complaint. If you're unhappy with the response you receive, and you are a consumer (i.e. your travel was not wholly or mainly within the course of your business) you have the right to appeal to the Rail Ombudsman.

The Rail Ombudsman is there to help resolve on going disputes between us and passengers. 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 have to 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 look into, for example if it's about the way one of our services has been designed or industry policy.

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 and 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.

Rail Ombudsman contact details:

- Web (including online chat)                    **railombudsman.org**
- Telephone    **0330 094 0362**
- Textphone     **0330 094 0363**
- Email     **info@railombudsman.org**
- X    **@RailOmbudsman**
- Post     **Freepost - RAIL OMBUDSMAN.**

The Ombudsman Contact Centre team are available Monday to Friday between 0900 and 1700.

# Your data

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At GWR we handle your personal information in line with data protection laws.

We may use your information to contact you about our services.

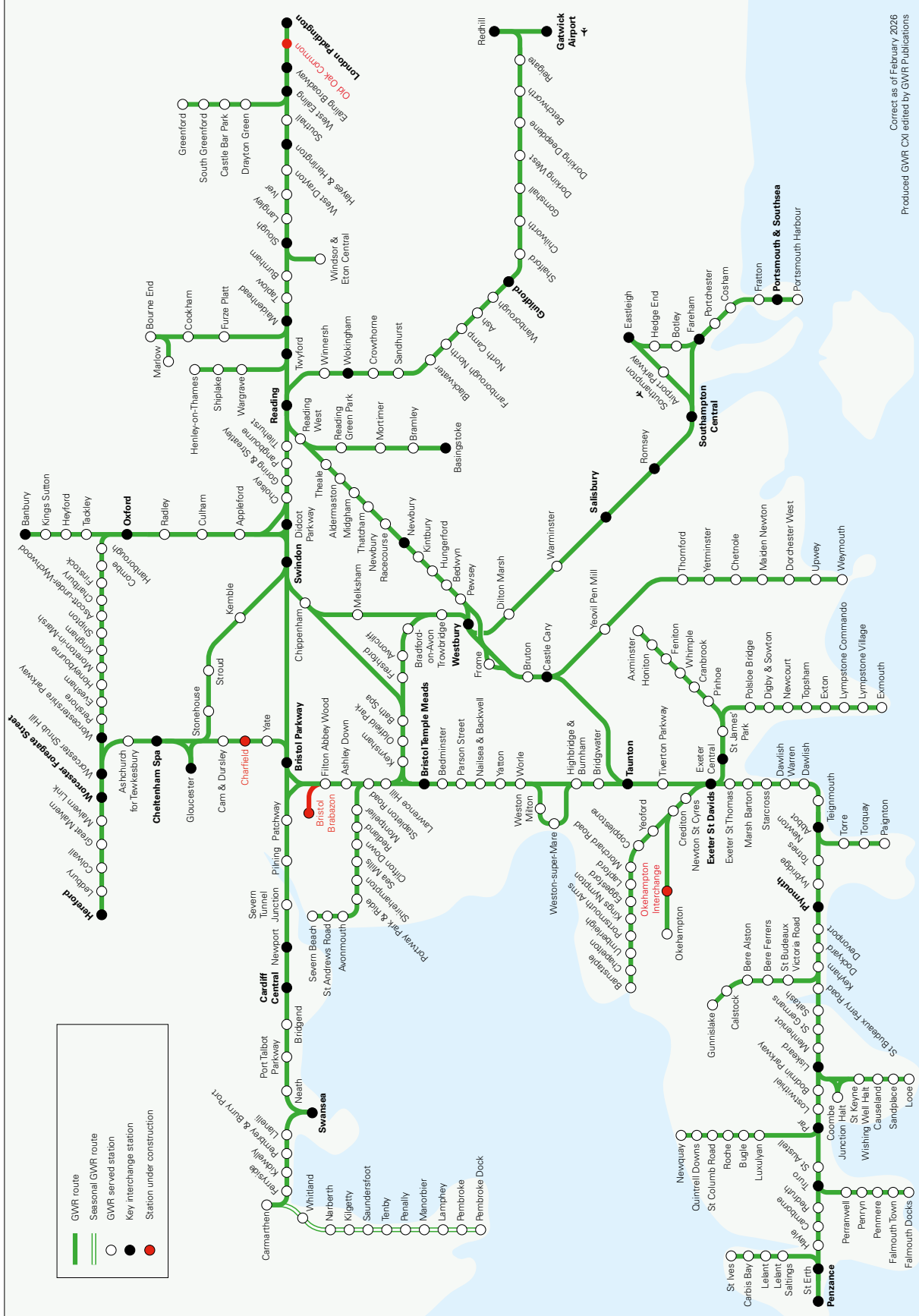
You can manage your contact preferences, including opting out of marketing, at any time by updating your preferences via your online GWR account.

We only share your data as needed to provide your travel services, and always in accordance with legal requirements.

You have rights regarding your personal information.

For more information and how to contact us in relation to your data, visit **[GWR.com/privacy-policy](https://www.gwr.com/privacy-policy)** or contact our **Customer Support team** who can print the policy for you if required.

# Our network



This map is subject to change.  
 For the most up-to-date GWR network map, which includes step-free access information,  
 visit **GWR.com/Stations**

