



# Passenger's Charter

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1 April 2021

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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 Transport Focus, London TravelWatch and TravelWatch SouthWest to make sure it's up to date and fair for all of our customers. If you have any suggestions, you can let our Customer Support team know on **03457 000 125**.

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 **www.nationalrail.co.uk**, at **GWR.com** and upon request, from any staffed Ticket Office.

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## 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**.

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** 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 Twitter @GWRHelp for live journey information, service updates and to have your questions answered 24 hours a day
- Find us on Facebook at **www.Facebook.com/GWRuk**
- Sign up to our free journey alerts at **www.JourneyCheck.com/GWR**
- Call our Customer Support team on **03457 000 125**

You can also 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 on how our trains are running, as well as information about our station facilities, promotions and fares.

### National Rail Enquiries/Traveline

You can also get information about all UK trains from National Rail Enquiries. Just call them on **03457 48 49 50** or go to **nationalrail.co.uk**.

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

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# 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. We can post them to you, or you can collect them from the station. We also offer smart tickets, print at home tickets and e-Tickets, although these might not be available on all routes or for all ticket types.

## 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
- 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. Peak times are 0700-0900 and 1600-1900, Monday to Friday.

## 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 or over the phone. 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 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 only be bought from GWR ticket offices or from **GWR.com**.

# Providing assistance to disabled and elderly customers

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 'Making Rail Accessible – Helping older and disabled passengers' outlines our commitment to helping our disabled and mobility-impaired customers. 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** or ask our station staff for a copy of the booklet. 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 until 2200 the day 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
- Sell you journey tickets
- Make sure our staff know you're coming and what support you need
- Give you all the help we can along the way

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.

\* From 1 April 2021, you will just need to let us know up to 6 hours before you travel.

## How to book assistance

You can get in touch with our Passenger Assist team from 0600-2300, every day except Christmas Day. They can help plan your journey and book the help you need, regardless of which train company you are travelling with. They can also sell any tickets you need and make seat reservations for you.

You can:

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

You can also book through our website: **GWR.com**\*.

\*Please read our 'Making Rail Accessible – Helping older and disabled passengers' document at **GWR.com**

## 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 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.

## Other useful numbers

You can get more information about trains and journey times from National Rail Enquiries via **03457 48 49 50** (phone) or **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 on certain trains, as long as 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 see 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 a seating plan on our website here: **GWR.com/Safety**.

## 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.



## What to expect at GWR stations

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 customers 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:

### London Paddington

Monday to Friday: 0500-2330

Saturday: 1700-2100

Sunday: 1000-2330

Bank Holiday: 0500-2330

### Cardiff Central

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 to change trains before you book your tickets and 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. Here's what's available on our trains:

### 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.

We also provide Pullman Dining, the only scheduled train with fine dining in the UK. You can see the routes served by the Pullman, the menus and book your seat at **GWR.com**.

### Wi-Fi

Our services carry complimentary Wi-Fi. Search for 'GWR WiFi' and select connect to get online. We do our best, but the Wi-Fi signal can be intermittent (for example when going through tunnels) and data speeds may vary across the route and depending on the number of customers using it.

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## First Class

We have First Class coaches 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 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**.

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.

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

Motorbikes, motor 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 plan our services around how many customers we expect to travel at certain times, but there may

be occasions when you have to stand. This shouldn't be for more than 20 minutes (or one stop, if that's longer) at peak times, and you shouldn't have to stand on an off-peak train at all. We constantly review the capacity of our trains to make sure we have the balance right.

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 100% of the cost of a single ticket, or 50% if a return ticket is held.

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

### 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. 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 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).

# Travelling with a valid ticket

## 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.

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.

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**.

**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
- We'll provide refreshments when they're available if our service is delayed by more than 60 minutes
- 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

- o Alternative travel
- o 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 that provides compensation for any delay to our published timetable that is 15 minutes or longer, irrespective of the cause. From 1 April 2021, Season Ticket holders can claim Delay Repay compensation for individual delays, alongside daily ticket holders.

## How to make a claim

The quickest and easiest way to submit a Delay Repay claim is via our dedicated webform, found at **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 travelled using a ticket on an Oyster card or via PAYG, please include a usage statement which you can download at **TfL.org.uk**. You will need to ensure your contactless card is registered with TfL.

You must make your claim within 28 days of the affected journey. You will need to make a new claim for each delay and if 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:

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

Claims received by post will be paid by your choice of cheque or Rail Travel Vouchers, so please let us know which you would prefer.



## 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 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:

Type of Season Ticket	Single ticket price calculation
Weekly	1/10 of total ticket price
Monthly	1/40 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.

## 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 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 we issue a 'do not travel' warning and you follow our advice and do not travel, you can apply for a full refund from the point of purchase if you have a single or return ticket. If you have a Season Ticket and are unable to travel, please contact our Customer Support team who will process compensation covering the cost of the journey.

## Season Tickets valid for a month or longer

You will be able to claim Delay Repay for eligible journeys on or after 1 April 2021 that are delayed by 15 minutes or more, by submitting a claim at [GWR.com/DelayRepay](https://www.gwr.com/DelayRepay).

## Season Tickets that started on, or before 31 March 2021

If you hold a Season Ticket that started on, or before 31 March 2021, we will also give you a discount when you renew that ticket if we failed to meet our published targets for punctuality and/or reliability.

Renewal discount compensation for customers with a Season Ticket valid for a month or longer is based on whether we meet our punctuality and reliability targets over the last year. If we don't meet the targets by a defined margin set out below, we will give you a discount when you renew your ticket.

The discount, if due, will only apply for the first Season Ticket renewal on or after 1 April 2021. After that first renewal no further discount will apply and Delay Repay becomes the only method of claiming compensation.

The table on the next page shows how this works for our different services. We explain the terms we use later on.

We record our punctuality and reliability standards under these groups:

- High Speed Services\*
- London & Thames Valley\*\*
- Wessex Trains \*\*\*

Charter Group	On-time allowance	Punctuality %		Reliability %	
		target	trigger	target	trigger
High Speed Services*	10 minutes	90.0	88.0	99.2	98.2
London - Thames Valley**	5 minutes	92.0	89.0	99.0	98.0
Bristol Suburban, Devon, Plymouth and Cornwall and South Wales to South Coast services***	5 minutes	92.0	89.0	99.5	98.5

\* formerly First Great Western services

\*\* formerly First Great Western Link services

\*\*\* formerly Wessex Trains services

\*All Monday to Saturday services are included in these calculations, except former First Great Western Link services. For those, we include Monday to Friday services. We only include morning and evening peak services in the punctuality calculation. 'Peak services' refers to trains that arrive at London Paddington from 7am to 10am and trains that leave London Paddington from 4pm to 7pm. We don't include Sundays and Bank Holidays in these calculations.

## Punctuality, reliability and the on-time allowance

'Punctuality' concerns the number of trains that arrive at their final destination on time. The 'on-time allowance' concerns the number of minutes' leeway before the train is officially classed as 'delayed'.

'Reliability' concerns the number of scheduled trains that actually run.

## The Trigger

The trigger is the point at which we give a discount for Season Ticket holders. This figure is shown in **red** in the table. If we don't meet one of the targets and fall below the trigger percentage in the last 12 months, we'll give our Season Ticket holders 5% off the cost of their next Season Ticket. If we miss both the punctuality and the reliability targets, and fall below both triggers, we'll give you 10% off.

## How to get your discount

If you're entitled to a discount\*, we'll take it off when you renew your ticket. To get your discount, please buy your new ticket:

- within four weeks of the day your old ticket expires
- for the same journey and class of travel
- for the same period of time or for a shorter period of time than your old ticket

\*discount will only apply to a Season Ticket that was purchased to start on, or before 31 March 2021

## Annual Season Tickets for former Wessex Trains

If your train journey falls on the 'South Coast - South Wales' or 'Bristol Suburban' services within the former Wessex Trains region, we'll continue to give you another 1% off when you renew your annual Season Ticket for every four-week period that our average yearly punctuality or reliability falls below the trigger. We'll give you a maximum of 8% off. If we fall below both triggers, we'll give you a maximum of 16% off.

If you're entitled to a discount\*, we'll take it off when you renew your ticket. To get your discount, please buy your new ticket:

- within four weeks of the day your old ticket expires
- for the same journey and class of travel
- for the same period of time or for a shorter period of time than your old ticket

\* discount will only apply to a Season Ticket that was purchased to start on, or before 31 March 2021

## 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 catching a plane, or attending an event, please leave plenty of time to make it there.

For flights, you can ask your airline how much time you need to leave to check-in. For example, Heathrow and Gatwick Airports both suggest allowing 3 hours' additional time if catching a long-haul flight and at least 2 hours' if flying to European destinations. It is also 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 tell 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 also follow us on Twitter **@GWRHelp** for live updates or get a text or email alert. You can sign up for the alerts at **JourneyCheck.com/GWR**.

## Refunding your ticket when you don't travel

### Delays and cancellations

If your train is delayed or cancelled and you decide not to travel, you can claim a full refund of your ticket from the original retailer. If you bought your ticket from us, wherever possible we will give you a full refund at any GWR ticket office. This also applies if you have started your journey and abandon it due to disruption. Alternatively, you can return the unused tickets to where you bought them, no later than 28 days after they expire, this also applies to Advance tickets.

If you travel with us using Oyster, PAYG or contactless then you will need to claim any refund from TfL.

### If you choose not to travel

We won't refund certain tickets – for example, Advance tickets – so it's a good idea to check the terms and conditions of your ticket before you buy it.

If the trains are running with no problems and you decide not to travel, then unless the terms and conditions attached to the ticket state it's non-refundable, we'll give you a refund, but will charge an admin fee. To claim a refund, return the unused tickets to where you bought them, no later than 28 days after they expire.

## 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 amount of time you actually used it.

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. 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 can't travel for more than 4 weeks due to illness you may apply for a partial refund of your Season Ticket. Let us know as soon as you can if you won't be able to use your ticket by calling our Customer Support team, or by visiting your local ticket office. We may ask for evidence to support your claim, such as a medical certificate.

## 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. The full terms and conditions of your Touch Smartcard can be found at **GWR.com**.

## 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 via our partners at **www.missingx.com**.

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 very 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** 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 straightaway, our Customer Support team will be more than happy to help you with whatever you need. They're available from 0600-2300 every day, except Christmas Day.

### Get in touch via social media

If you're travelling soon and need help straightaway, tweet us **@GWRHelp** or send us a message on Facebook at **www.facebook.com/GWRuk**. We'll be on hand to help you 24 hours a day.

## 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 hold Customer Panel meetings across our network, throughout the year. The aim of these meetings is to hear from customers on what they think we could do better.

The meetings are held at various locations and we try to involve a wide and diverse range of GWR passengers, to ensure that all views can be represented.

Go to **GWR.com** for more details.

## Meet the Manager

We hold Meet the Manager sessions throughout the year, to provide our customers with the opportunity to raise any issues directly with GWR managers. These complement our Customer Panel meetings.

Details of upcoming Meet the Manager sessions can be found 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:

Website: (including online chat) **www.railombudsman.org**  
 Telephone: 0330 094 0362  
 Textphone: 0330 094 0363  
 Email: info@railombudsman.org  
 Twitter: @RailOmbudsman  
 Post: FREEPOST-RAIL OMBUDSMAN

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



**GWR**

Great  
Western  
Railway