Passenger’s Charter

1 April 2019
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Our Passenger’s Charter
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 for us, we’d love to hear them. 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 National Rail Conditions of Travel set out the terms of the contract you have with us when you buy a ticket and use it to travel. You’ll find them on our website, GWR.com, or via nationalrail.co.uk.
Planning your Journey
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:

- Check the information displays at our stations
- Read our leaflets at our stations or on our website
- Go to GWR.com for train and journey information, to book tickets, register for a smartcard and to print your own personal timetable
- 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 Facebook.com/GWRuk
- Sign up to our free journey alerts at Journeycheck.com/GWR
- Download our free app from your App store or Google Play, so you can plan your journey, download mobile tickets and check train times and journey information
- Call our Customer Support team on 03457 000 125

You can also listen for our announcements at our stations and on our trains. We will give you as much information both before and during your journey as we can, including information on how our trains are running.

**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.

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* Calls cost 12 pence per minute plus your phone company’s access charge
Making it easy to buy tickets
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 in advance. We can post them to you for a small fee or you can collect them from the station. You can also print some tickets at home if you’d prefer.

**GWR App**

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

You can...

- Access the cheapest fares, without a booking fee
- Purchase Mobile e-tickets
- Save your favourite journeys to speed things up
- Get live updates for bus and train times, including letting you know the platform and bus stop 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.
**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 shut.

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. Some tickets may not be available, depending on the time of day. You can buy these in advance on our website, at the ticket office or through our Sales team.

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 same journey, you may 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.
Telesales
Our Telesales team are available between 0600 and 2300 every day except Christmas Day. We can post your tickets to you for a small fee or you can collect them at the station – either at the ticket office or from one of our ticket machines.

If you need help when you travel, please call our Assisted Travel team. They’ll help you plan your journey, buy your tickets and arrange any reasonable support you need on your trip. There’s more about this on page 11.

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 which has the details on how to get your free smartcard and a helpful guide to 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 customers and others
We want everyone travelling with us to have an easy and comfortable journey – including our older customers and customers 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 that you require assistance, we will help.

Our Disabled People’s Protection 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 Assisted Travel team.

You can call them for free on 0800 197 1329.

**Assisted Travel**

If you’re planning a journey with us, you can book assistance for when you travel. You just need to let us know before your trip, see the ‘Notice Needed’ section on the next page for more details. 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

If your local station or the station you need to get to is not 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

You can get in touch with our Assisted Travel team from 0600–2300, every day except Christmas Day. They can also help you buy tickets and make seat reservations, where available, for any journey, including on trains run by other operators. You can:

- call them free on 0800 197 1329
- dial Textphone free on 18001 0800 197 1329
- email GWR.Assistance@GWR.com

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

Notice Needed

To allow us to arrange assistance we ask that you give us 24 hours’ notice* of your travel requirements.

If you can’t give us 24 hours’ notice of your journey, we’ll do our best to support you when you travel but we won’t be able to give you the same level of help immediately

*Please check our ‘Making Rail Accessible – Helping older and disabled passengers’ document at GWR.com, or with our Assisted Travel team for any changes to this.

Failed Assistance

If you book assistance with GWR (as explained above) and we fail to provide that assistance, we will compensate you. This will be 100% of the cost of a single ticket, or 50% if a return ticket is held.

To make a claim, please contact our Customer Support team with the details of your journey, along with the Passenger Assist booking reference number you were given when you made the booking.

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 Assisted Travel team on 0800 197 1329 or going to GWR.com or looking at our Disabled People’s Protection 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 having to explain anything.

To check if you can get a card, call our Assisted Travel team on 0800 197 1329 or go to GWR.com.

There are clearly labelled priority seats on all our trains, usually near the doors.

**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 via 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, and will be happy to answer your questions or give you information. 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.

**Unstaffed stations**

At unstaffed stations information is available via posters and by using the Help Point.

**Waiting areas**

All our stations have sheltered waiting areas. Some have waiting rooms as well, which are open when our staff are at the station.

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 also 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 of our stations, where you can get live updates and timetable information.

**Changing trains**

If you’re changing trains and the service you’re 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. Sometimes, we will be able to wait – for example, if there aren’t many trains per day or if your connecting train is the last one of the day. But 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. Holders of single, return or weekly tickets may be entitled to compensation if this delayed you by 15 minutes, or more.

**Car Parking**

Most of our stations have car parking for customers. Go to GWR.com to see if your local station has a car park and how much it costs. Or you can call our Customer Support team on 03457 000 125. 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. Some of our services call at stations managed by other train companies, or Network Rail.
What to expect on GWR trains
We want any journey with us 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.

**First Class**

We have First Class coaches on many of our trains – we show this in our timetables. We always try to give exceptional service to all our First Class customers. This includes providing complimentary refreshments on the trains with a catering service and where possible via an ‘at seat’ service.
Bicycles

Reserving your bike is **compulsory** on all of our Intercity Express Trains (IET), High Speed Trains (HST) and Night Riviera Sleeper services.

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 (0600-2300 daily)

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 also cannot be carried.

If you have reserved a space for your bike and we do not honour that reservation, get in touch with our Customer Support team, who will be happy to arrange compensation for you. This will be 100% of the cost of a single ticket, or 50% if a return ticket is held. Please contact our Customer Support team, with a copy of your ticket 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 per single journey. 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, at peak time, when trains are much busier, you may have to stand. This shouldn’t be for more than 20 minutes (or one stop, if that’s longer). And you shouldn’t have to stand on an off-peak train at all. We constantly review the capacity of all our trains to make sure we have the balance right.

Some of our tickets are flexible, so you can catch any of our trains. But it’s still a good idea to book a seat on a specific train – especially for long-distance journeys. It’s free to reserve a seat when you buy your ticket.

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 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 tickets, 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, you are entitled to a full refund.

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. You’ll need to provide your tickets and journey details.
Luggage

We always do our best to accommodate all your luggage. 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.

Please don’t bring more luggage onto the train than you can carry.

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 only give you compensation if the damage was caused by the fault of our staff.

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 and were therefore unable to produce it when requested but can produce that valid Railcard at a later date, get in touch with our Customer Support team who will look at providing a refund for any additional charge incurred. We will need to see the Railcard, and all relevant journey tickets.

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 when 3-9 people travel 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 (0600-2300 daily).
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.

Mums2Be
We know it can be hard for pregnant women when there aren’t any seats in our carriages. That’s why we offer women who are 25 weeks into their pregnancy, and have a standard class season ticket, a First Class upgrade if there aren’t any standard class seats. If this happens you can sit in any First Class seats that are free.

If you’d like to be upgraded while you’re expecting, please send us a copy of your:

- Season Ticket
- photocard
- Maternity Certificate (MAT B1) or Family Health Services Authority Exemption Certificate (FP92) – you can get these from your midwife or GP

You can send them to our Customer Support team at:

Freepost GWR CUSTOMER SUPPORT
If things go wrong
We work hard to make sure your journeys with us run smoothly. But we know that sometimes things don’t go to plan. So, 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 affected stations
- 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. And 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 are delayed on a GWR journey and want to speak to us, we’d welcome the opportunity to talk to you and we’d like the chance 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
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

Two schemes apply:

1. For customers with single, return or weekly tickets, GWR operate a Delay Repay scheme that provides compensation for any delay that is 15 minutes or more, irrespective of the cause.

2. Customers holding a Season Ticket valid for a month or longer will remain on the existing discount-based compensation scheme.

1. How to make a claim for single, return or weekly tickets

You can make a Delay Repay claim 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 download at GWR.com. Please send the completed form to ‘Freepost GWR DELAY REPAY’.

You’ll need the details of the affected journey, and a copy of your ticket. You must make your claim within 28 days of the affected journey.

How we pay compensation

Compensation is payable via

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

Our compensation forms will always ask you which you prefer.
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 are made in the name of the claiming passenger. We will not make any payment to a third party. We treat fraudulent claims very seriously and will take further action if appropriate.

Single, return or weekly tickets

If you hold a single, return, or weekly ticket you can claim compensation via our Delay Repay scheme for each journey delayed by 15 minutes or more.

The levels of compensation are

- **Delayed between 15 and 29 minutes**: 25% of the cost of the single ticket or 12.5% of the cost of the return ticket.
- **Delayed between 30 and 59 minutes**: 50% of the cost of the single ticket or 25% of the cost of the return ticket.
- **Delayed between 60 and 119 minutes**: 100% of the cost of the single ticket or 50% of the cost of the return ticket.
- **Delayed for 120 minutes or longer**: 100% of the cost of the single ticket or 100% of the cost of the return ticket (i.e. both ways).

<table>
<thead>
<tr>
<th>Length of delay</th>
<th>Compensation if you have a single ticket</th>
<th>Compensation if you have a return ticket</th>
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<tbody>
<tr>
<td>0-14 minutes</td>
<td>none</td>
<td>none</td>
</tr>
<tr>
<td>15-29 minutes</td>
<td>25% of ticket cost</td>
<td>12.5% of ticket cost</td>
</tr>
<tr>
<td>30-59 minutes</td>
<td>50% of ticket cost</td>
<td>25% of ticket cost</td>
</tr>
<tr>
<td>60-119 minutes</td>
<td>100% of ticket cost</td>
<td>50% of ticket cost</td>
</tr>
<tr>
<td>120 minutes or longer</td>
<td>100% of ticket cost</td>
<td>100% of ticket cost</td>
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For weekly tickets, compensation will be calculated using the proportional daily single ticket price of the ticket held: 1/10 of the total fare.

For Rover tickets, the compensation will be calculated using the proportional daily single ticket price for the ticket held. We divide the cost of the ticket by the number of days it is valid for. For example, an ‘8 in 14’ Rover will be 1/8 of the total ticket price.
2. Season Tickets valid for a month or longer

A ticket that allows travel for a month, or longer is classed as a Season Ticket. Our 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 them by a defined margin set out below, we’ll give you a discount when you renew your ticket.

The table below 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***

<table>
<thead>
<tr>
<th>Charter Group</th>
<th>On-time allowance</th>
<th>Punctuality %</th>
<th>Reliability %</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>target</td>
<td>trigger</td>
</tr>
<tr>
<td>High Speed Services*</td>
<td>10 minutes</td>
<td>90.0</td>
<td>88.0</td>
</tr>
<tr>
<td>London - Thames Valley**</td>
<td>5 minutes</td>
<td>92.0</td>
<td>89.0</td>
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<tr>
<td>Bristol suburban services***</td>
<td>5 minutes</td>
<td>92.0</td>
<td>89.0</td>
</tr>
<tr>
<td>Devon services***</td>
<td>5 minutes</td>
<td>92.0</td>
<td>89.0</td>
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<tr>
<td>Plymouth and Cornwall services***</td>
<td>5 minutes</td>
<td>92.0</td>
<td>89.0</td>
</tr>
<tr>
<td>South Wales-South Coast services***</td>
<td>10 minutes</td>
<td>92.0</td>
<td>89.0</td>
</tr>
</tbody>
</table>

* 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 above. 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 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.

Exclusions

If your journey is delayed because of something outside the control of the rail industry, any delays and cancellations caused by this will be excluded from the published performance statistics. This might be things like trespassing, vandalism, someone being hit by a train, severe weather or a security alert.

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

Annual Season Tickets for former Wessex Trains

If your train journey falls 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

**Compensation for void days**

A Void day is when there’s serious disruption at peak time, and we haven’t offered you another way to get to where you’re going – like a rail replacement bus. If we think our performance falls below an acceptable level during a peak period, we’ll declare the day ‘void’ for the people affected who can claim compensation as an extension on their Season Ticket, or a refund based on the number of Void days.

**Other Losses**

**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.

**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 continue the modernisation of the Great Western network. This means many of our timetables will be changed to allow this 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 the work. But there will be times when we may 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 guide dogs)

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

Emergency work

Work sometimes needs to be done 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, we’ll give you a full and immediate refund at any ticket office wherever possible. 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. This also applies if you have begun your journey and have to abandon it due to disruption.

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 take a £10 admin fee off. All you need to do is 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.
If you lose your Season Ticket

It’s important that you keep your ticket safe. We can give you a duplicate, but we will charge you a £10 admin fee.

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 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.
Get in touch with us
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 straight away, our Customer Support team will be more than happy to help you with whatever you need. They’re available from 0600 to 2300 every day, except Christmas Day.

Get in touch via social media
If you’re travelling soon and need help straight away, tweet us @GWRHelp or send us a message on Facebook at facebook.com/GWRuk. We’ll be on hand to help you 24 hours a day.

Email us at GWR.Feedback@GWR.com
Once our Customer Support team has your email, 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.

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 panels throughout our network to hear from customers on what we could do better. The meetings are held in a central location, away from the station and in the evening. We aim to hold meetings in each of our regions (The East and London, Central, West and South Wales), at least once a year. Go to GWR.com for more details.

Meet the Manager
We regularly hold station-based, drop-in sessions across our network. These are a great opportunity to raise any issues and complement our regional Customer Panel meetings. You can find out when the next sessions are 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 both. 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) 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 0800 – 2000
Saturday and Bank Holidays 0800 – 1300 (excluding Christmas Day)