



Great Western Railway

Buy before you board

Advice on ticket purchasing,
avoiding Penalty Fares and
being reported for prosecution



Buy before you board

You need to have a valid ticket to travel on GWR trains. Where there are ticket purchasing facilities at the station you start your journey from, you need to ensure your ticket is bought before the train arrives and you begin your journey with us.

If you don't buy before you board

If you board any of our trains without a valid ticket and there was an opportunity to purchase one, you may:

- Have to pay the full, un-discounted single or return fare for your journey (discounts, including Railcards, will not be available)
- Be issued with a Penalty Fare if you are travelling within our Penalty Fare area - see map inside back cover
- Be reported for consideration of prosecution

Penalty Fares or being reported are something that most of our customers never experience. Please buy before you board to ensure that you avoid the consequences of inadvertently travelling without a valid ticket.

How to buy a ticket

Ticket office

We have ticket offices at many of our stations. Tickets can be bought for any journey, including one starting from a different station, and those that include London Underground stations. You can pay for your ticket with cash, debit or credit card, Apple Pay, Google Pay, and Solo or Electron cards. Please allow yourself plenty of time to buy your ticket.

Self-service ticket machines

These are available at many of our stations and will usually accept cash or credit and debit cards. You can buy a variety of tickets, including seven-day Season Tickets and discounted tickets for Railcard holders.

Online

You can buy tickets to anywhere in the UK quickly and easily by using our online service at **GWR.com**

By phone

Call our Customer Support Team on 03457 000 125* (0600 - 2300 Daily)

Download our app

Search GWR in your app store.



What if there are long queues at the ticket office?

This is the main reason given for not purchasing a ticket by those with no intention of paying. It makes it impossible for us to distinguish a genuine case from a dishonest case, and in these circumstances a Penalty Fare will be issued.

GWR monitors queuing times at its stations in order to minimise waiting times. Authorised Collectors are supplied with information detailing problems with ticket offices, including closures outside of the advertised times, as well as heavy queuing.

Self-service ticket machines are also available at most stations.

What if I arrive late or am in a rush?

You are responsible for ensuring you buy a ticket that is valid for your entire journey before travelling, otherwise you may be liable to pay a Penalty Fare.

You may find it more convenient to purchase tickets using the GWR app, or look to purchase a season ticket if you travel regularly.

Penalty Fares

Penalty Fares can be issued by any member of staff who is trained and is authorised as a collector of Penalty Fares, you may ask to see their ID badge to confirm this.

Authorised Collectors are in place to reduce the number of customers who board our trains without a ticket. This not only benefits GWR but also our customers who do pay for their fares, so that they are not affected.

A Penalty Fare is issued for twice the full single fare, to the next station stop, or £20, whichever is the greater. Anyone issued a Penalty Fare will then need to pay the full single fare for the rest of their journey.

Penalty Fares are issued in accordance with the Railways (Penalty Fares) Regulations 2018.

Report for consideration of prosecution

Where Penalty Fares do not apply, either where there are more serious issues with a journey or you are travelling outside of a Penalty Fare area, our inspectors are trained to report the incident to GWR.

We then review each individual case and decide how it is best resolved. We carefully consider each case and base our decision on the facts gathered.



What information do I need to provide if I am issued with a Penalty Fare or reported?

If you travel without a valid ticket, you are legally required to provide GWR with your full name and address, and any other information which helps confirm your identity.

We take your privacy very seriously and this information is collected, then stored, in line with General Data Protection Regulations.

On other occasions I've bought my ticket on board the train, why would I now receive a Penalty Fare?

You need to purchase your ticket before boarding the train. We have staff on board the train who have ticket machines, who sell tickets to customers who board at stations which do not have any purchasing options, or to sell upgrades on tickets.

When you may have been sold a ticket previously, our staff have either opted to show discretion or not been Authorised Collectors and therefore were not able to issue you with a Penalty Fare.

Can I buy my ticket at my destination if I am in a rush?

Normally, you will not be able to buy your ticket at the end of your journey, if you have already had the opportunity to purchase your ticket.

You need to ensure you allow enough time to buy a valid ticket for your journey before you begin your journey.

Please also remember that at some stations, especially our larger ones, there could be a queue to purchase a ticket.

What if I have bought a discounted ticket with a Railcard, but cannot produce the Railcard on the actual journey?

If you have a Railcard, always carry it with you when you travel. Failure to produce your Railcard during your journey will render your discounted ticket invalid.

That means you will be charged the full adult fare, receive a Penalty Fare if you are travelling within a Penalty Fare area, or be reported for prosecution.

If you are able to produce your Railcard after your journey we will provide one warning and cancel any Penalty Fare or report for prosecution, or refund the additional ticket you had to purchase.





What if I want to upgrade from Standard to First Class?

If you have a Standard ticket or Season Ticket and want to upgrade to First Class you must buy a ticket upgrade before you travel. If you don't, you will be charged the full First Class fare, receive a Penalty Fare if you are travelling within a Penalty Fare area, or be reported for prosecution.

You can upgrade from Standard to First Class on most GWR routes at weekends and on Bank Holidays upon payment of a supplement. These tickets can be bought on board the train, subject to availability.

What if I want to travel further than the destination on my ticket?

We understand that sometimes plans can change at short notice. It is your responsibility to have the right ticket before you travel. If your plans change you will need to notify a member of staff immediately in order to purchase a valid ticket.

Please do not wait to be asked for your ticket before making your request. If you cannot produce a valid ticket for your intended journey you may be liable to pay a Penalty Fare.

You could even be prosecuted if it was shown you intended to travel further than the destination on your ticket, without paying the correct fare.

Season tickets

What if I want to buy a Season Ticket and the ticket office is closed?

Provided that you have a photo card, you can buy a weekly Season Ticket from self-service ticket machines.

However, if you wish to buy a monthly Season Ticket or longer, you should purchase a single for your destination from the self-service ticket machine and then buy your Season Ticket at your destination.

The cost of your single ticket will then be deducted from your Season Ticket.

What should I do if I have forgotten my photo card or Season Ticket?

You should buy a daily ticket to cover your journey before travelling. You may then apply for a refund on this daily ticket at the ticket office when you produce your Season Ticket.

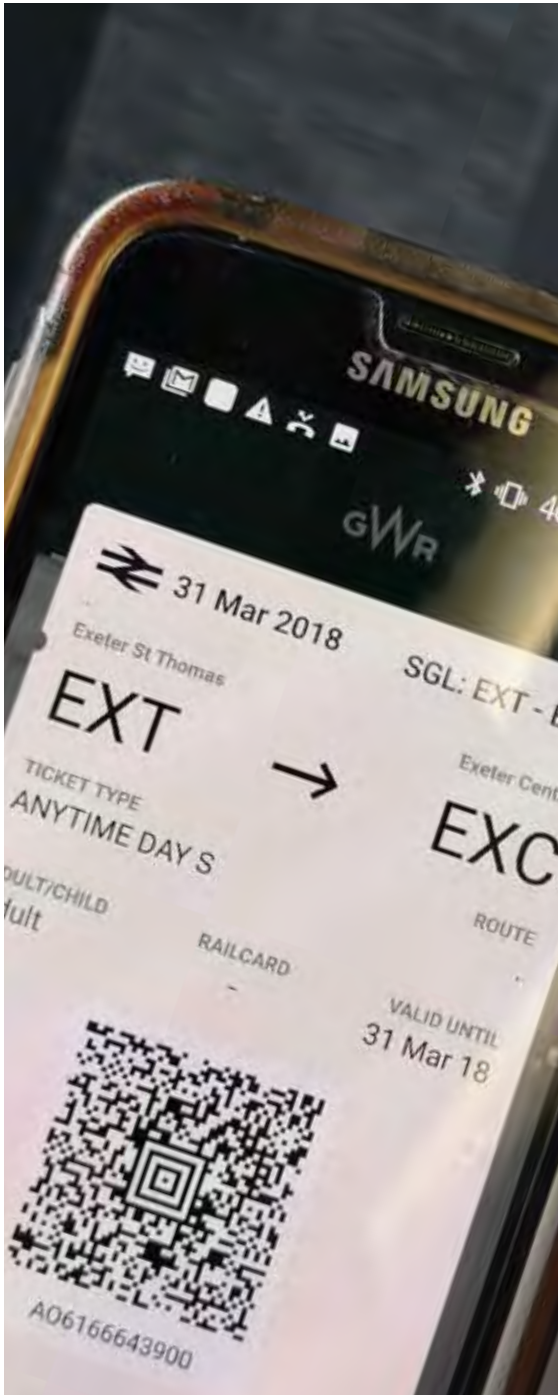
Only two such refund applications will be considered in a 12 month period and you may be charged an administration service fee.

What if I discover that I have forgotten my Season Ticket once I have boarded the train?

The Authorised Collector will record your personal details and issue you with a Penalty Fare.

You should then follow the instructions to submit an appeal sending a clear photocopy of your Season Ticket and photo card to the Appeals Service. Depending on the circumstances, consideration will be given and your appeal may be granted.





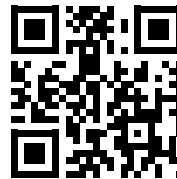
National Rail Conditions of Travel

These are national conditions of the sale and use of rail tickets. If you would like more information details are available from the National Rail website at nationalrail.co.uk

GWR Revenue Protection and Prosecutions Policy

To find out more about Penalty Fares or being reported for prosecution scan the QR code below or visit:

gwr.com/revenueprotection



Further information



GWR.Feedback@GWR.com



GWR.com/contact



Follow us: **@GWRHelp**



Like us: **facebook.com/GWRUK**



03457 000 125* (open 0600–2300 daily)



Earn Nectar points

Buy your train tickets online at **GWR.com**



Don't miss out on our latest offers, special deals and news. Register at **GWR.com/signup**

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