
Great Western Railway

Our Revenue Protection and Prosecutions Policy

April 2016



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About this document



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

It follows the National Rail Conditions of Carriage when it comes to tickets and other guidelines for revenue protection. There's information about what to expect from us, your responsibilities when you travel and what could happen if you don't travel with a valid ticket.

If you need a copy

If you'd like a copy of this policy, you can get one at GWR.com. Or ask our Customer Support team – here's how to get in touch with them:

Write to: Freepost

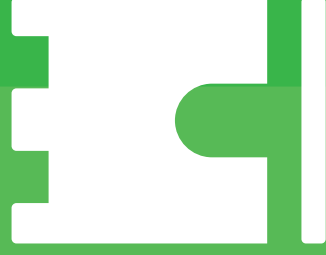
GREAT WESTERN RAILWAY
CUSTOMER SUPPORT

Call: 03457 000 125*

Email: GWRfeedback@GWR.com

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

Why we need Revenue Protection



Customers who avoid paying the right fare cost the rail network over £240 million a year. This money could be reinvested into the network – making your journey, and our service, better. It's also unfair to the customers who do pay their fares.

So we want to make sure everyone who travels with GWR pays the right fare for their trip. Our Revenue Protection Policy helps us protect the customers who do, and deal with the customers who don't firmly and fairly.

What you can expect from us



When you need a ticket

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

When we check your ticket

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

There are times when our RPIs run special exercises where they work in plain clothes. So you won't always be able to recognise them.

If you didn't buy a ticket

We have staff specially trained to deal with fare evasion and revenue protection. Some of them can conduct interviews under caution and report people to our Prosecutions department.

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

If you're stopped by an RPI, they may:

- charge you a full price Anytime ticket for your journey (with no discount)
- give you an Unpaid Fare Notice (UFN) or a Penalty Fare Notice (PFN)
- report you to our Prosecutions department – which could mean you have to go to court

If you're stopped by a train manager or conductor, they may:

- charge you a full price Anytime ticket for your journey (with no discount)
- give you a UFN

We also have staff who are not RPIs but are trained as Authorised Collectors of Penalty Fares. So if they stop you, they could also give you a PFN.



What we ask of you

Buy Before You Board

We expect all of our customers to buy a valid ticket for their journey. You can find out more about our range of tickets – and how to avoid things like penalty fares – in our Buy Before You Board Policy. It's available at all of our ticket offices and at GWR.com.

Buy your ticket as soon as you can

If there's an open ticket office or a working ticket machine at the station, please buy your ticket before you get on the train. It's your responsibility to get to the station with plenty of time to buy your ticket.

If you can't buy a ticket at the station, please buy one the next chance you get. This could be on the train, at a station you're changing at or, if there's no other option, your destination station.

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

For restrictions and discounts

If your ticket has restrictions, it's your responsibility to stick to them. If you need to show a railcard or photocard with your ticket, it's your responsibility to carry it with you and show it when we ask you to.



If you can't show us your railcard when we ask to see it you're not entitled to the discount, and we may ask you to buy a different ticket. Or we may give you a UFN or PFN, or report you to our Prosecutions department – which could mean you have to go to court.

If you forget your railcard and we report you or give you a UFN or PFN, you can send a copy of your railcard to our Prosecutions department where we'll review your case.

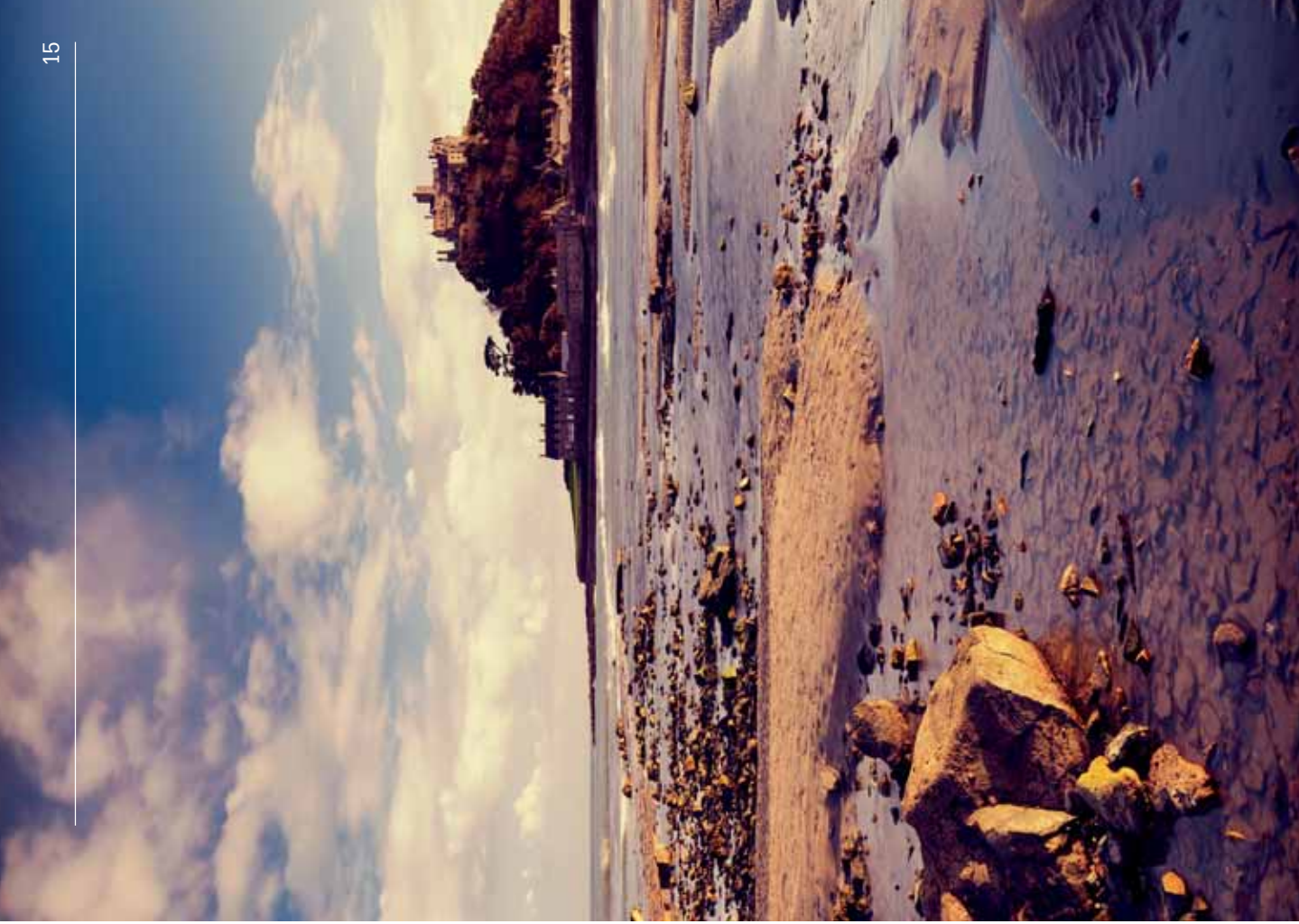
If you don't have a valid ticket

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

- charge you the full price ticket
- give you a UFN or a PFN
- report you to our Prosecutions Department

If we ask for your details

Our staff can ask you for your name and address if they think you haven't paid the right fare. Please give them the right details – it's against the law to refuse or give the wrong details.



Unpaid Fare Notices (UFNs)

We might give you a UFN if you travel without the right ticket, but can't pay the right fare when we ask you to. This could be because you've lost your wallet or been a victim of crime.

How to pay

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

There are four ways you can pay:

1. Pay online at www.gwr.com/revenueprotection
2. Take your UFN to any GWR ticket office and pay by cash, debit or credit card (we don't accept cheques at our ticket offices)
3. Fill in the card payment slip on the UFN and send it to: GWR UFN Department, NE0205, Vastern House, Reading Station, Reading RG1 8FP
4. Send a cheque or postal order, payable to 'Great Western Railway', to: GWR UFN Department, NE0205, Vastern House, Reading Station, Reading RG1 8FP. Please write the UFN reference number on the back of your cheque or postal order

If you don't pay on time

If you don't pay in 21 days, we will send you a reminder and give you another 14 days to pay. We'll also add an admin charge at this stage.



If you don't pay after the extra 14 days, we'll pass your details to our Prosecutions department so they can start preparing for court. You can expect to get a summons about 14 days before your court date. There's more about this on page 27.

You can dispute the notice

We give you all the details of how to do this on the notice. You need to write to:

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

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

- a copy of the notice
- details of why you couldn't show a valid ticket or authority to travel when we asked you
- the station you started your journey
- the time and date of your trip
- any other relevant information



Penalty Fare Notices (PFNs)



If you travel in a penalty fare area from a penalty fare station without buying a valid ticket, we may give you a PFN. This means you'll have to pay £20 or twice the full single fare to the next station – whichever is more.

If you want to continue your journey after the next station, you'll have to buy a full priced single ticket for the rest of your trip or get off at the station on your notice. There you can choose from a range of tickets as if you were starting your trip from that station.

How to pay

If you can't pay the penalty fare in full there and then, you have 21 days to pay. We won't charge you any extra costs in that time.

There are four ways you can pay:

1. Pay online at www.gwr.com/revenueprotection
2. Take your PFN to any GWR ticket office and pay by cash, debit or credit card (we don't accept cheques at our ticket offices)
3. Fill in the card payment slip on the PFN and send it to: GWR PFN Department, NE0205, Vastern House, Reading Station, Reading RG1 8FP
4. Send a cheque or postal order, payable to 'Great Western Railway', to: GWR PFN Department, NE0205, Vastern House, Reading Station, Reading RG1 8FP. Please write the PFN reference number on the back of your cheque or postal order

If you don't pay on time

If you don't pay in 21 days, we'll add an admin charge to the amount you need to pay – unless you've submitted an appeal.

We will send you a reminder after 21 days and give you another 14 days to pay. If you don't pay the penalty and extra admin charge after the extra 14 days, you can expect to get a summons to go to court. There's more about this on page 27.

You can appeal against the notice

Although we issue and manage PFNs, The Appeals Service (managed by ITAL) handles any appeals.

If you want to appeal against the PFN, you need to send a written appeal to The Appeals Service within 21 days of the date you got your notice. It should include details of:

- why you couldn't show a valid ticket or authority to travel when we asked you
- the station you started your journey
- the time and date of your trip
- any other information relevant to your appeal

You can submit your appeal in two ways:

- at www.appealservice.co.uk
- to The Appeals Service, PO Box 212, Petersfield, GU32 9BQ



What could happen if you don't pay your fare



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

- **interview you under caution**, in line with the Police and Criminal Evidence Act (1984)
- pass your details to our Prosecutions department, in line with the Regulation of Railways Act (1889) and the Railway Byelaws

If our Prosecutions department gets a report about you, they'll write to you with details of what will happen next.

What does 'interviewed under caution' mean?

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

We'll do our best to settle out of court

Prosecution can have serious consequences on your personal and professional life. So if you don't pay your fare, we'll do everything we can to avoid taking you to court. We'll probably send you an offer to settle out of court – usually asking you to pay an amount to cover your fare and our costs.

How to accept our offer

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

There are two ways you can pay:

1. Pay online at www.gwr.com/revenueprotection
2. Send a cheque or postal order, payable to 'Great Western Railway', to: GWR Prosecutions department NE0205, Vastern House, Reading Station, Reading RG1 8FP. Please write the case reference number on the back of your cheque or postal order

Deciding to go to court

Prosecution is normally a last resort and we look at every case individually. But there are times when we prosecute without trying to settle out of court first. This is usually when a customer has been reported to our Prosecutions department before.

We never take our decision to prosecute lightly. We'll only go ahead if there's a good chance of a conviction and it's in the best interests of justice.

What happens if we go to court

You'll get a court summons about two weeks before the date of your hearing in court. This will include:

- the details of the court hearing
- a copy of the evidence we'll rely on for the court hearing
- forms you can send to the court to tell them how you plead to the charges if you can't go, or don't want to go, to the hearing

Contact our Prosecutions department

You can still contact our Prosecutions department when you receive the summons if you want to discuss your case.

You can email them at: gwrprosecutions@gwr.com.

They're available from 9am to 5pm, Monday to Friday (excluding bank holidays).

The maximum sentences for not paying your fare

If you're found guilty of fare evasion in court, you'll get a sentence from the magistrates. The sentence you get depends on the offence and your explanation of what happened, as well as the magistrates.

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

Please remember, these are the maximum sentences you can get.

You may also have to pay other charges if they apply to your offence. For example, a Victim Surcharge.

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

You may have to pay our costs

Whenever we go to court, we claim to recover our costs. We claim compensation for the unpaid rail fare wherever possible, as well as the cost of going to court. This is to make sure our fare-paying customers are not affected by the costs of tackling fare evasion.

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



If you're unhappy



Speak to our Prosecutions department

If you're not happy with the way we're handling your case, or you have any details you think will help, please email our Prosecutions department at: gwrprosecutions@gwr.com.

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

Call our Customer Support team

If you're unhappy with the way any of our staff have treated you, please get in touch with our Customer Support team.

Call: 03457 000 125*

Email: GWRfeedback@GWR.com

Write to: Freepost

GREAT WESTERN RAILWAY
CUSTOMER SUPPORT

Our Customer Support team won't be able to help with your case – you will still need to resolve that with our Prosecutions department.

Get in touch with Transport Focus

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

Call 0300 123 2350*

Go to www.transportfocus.org.uk

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

Further information



Freepost

GREAT WESTERN RAILWAY
CUSTOMER SUPPORT

GWR.com

03457 000 125* (0600 to 2300 daily)



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Search for **Great Western Railway**



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To purchase tickets and check train times.
Search for **GWR** in your app store



Earn Nectar points

When you buy our train tickets
online at **GWR.com**



Don't miss out on our latest offers, special deals and
news from GWR. Register your email
address now at **GWR.com/enews**

*Standard network charges apply.

Calls from mobiles may be higher