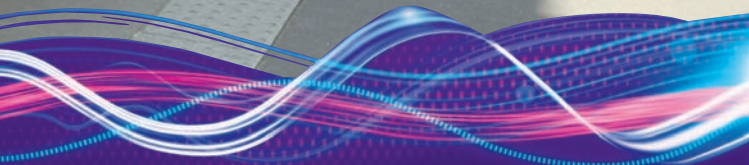


# Passenger's Charter



## Our commitment to you



When we started our franchise in February 2004, we promised to invest in the stations we manage, to invest in new trains and to run a more punctual service.

Five years on we have made that significant investment and I hope you have enjoyed some of our improvements to your travelling experience.

All thirty of the stations we manage across the North have benefited from £12 million of investment, including installation of new electronic customer information systems and closed circuit television monitoring to enhance security.

At many stations we have improved accessibility for disabled people by opening wheel chair accessible toilets and installing power-operated entrance doors to the station buildings. These projects have been made possible under the Department for Transport's Access for All scheme.

Our promised £250 million investment in new trains has become a reality and our new trains are among the most reliable in the country.

First TransPennine Express (FTPE) services are proving so popular that passenger numbers have increased by over eight million to 22 million a year.

Passenger Focus, the independent consumer champion for rail passengers, regularly surveys travellers on First TransPennine Express trains and has found that overall satisfaction with the service has risen from 74% in 2004 to 87% in spring 2009.

To help customers find the best ticket prices we introduced discount single fares called Advance for many longer distance journeys. There are some very good deals available and tickets can be booked online directly through our website at [www.tpexpress.co.uk](http://www.tpexpress.co.uk).

I am confident that the popularity of rail travel will continue to remain high across our network and we are working hard to consistently provide a great service every day for all of our passengers.

A handwritten signature in black ink, appearing to read 'Vernon Barker'. The signature is stylized with a large, sweeping initial 'V' and 'B'.

**Vernon Barker** Managing Director

First TransPennine Express - A partnership of First and Keolis

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## Keeping you informed

We want you to be able to make an informed choice on how and when to travel. We provide you with comprehensive, accurate and timely information on our train service, station facilities, promotions and fares before and during your journey.

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### Leaflets

We have produced a range of literature to tell you about our products and services including our customer newsletter 'Explorer'. You can find these leaflets at our stations.

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### Posters

We display full timetable information at our stations. We aim, wherever possible, to display information 28 days in advance when services change at Bank Holidays or because of Engineering Work. Occasionally, for example in the case of extreme weather conditions, we will need to implement an emergency train service and will advertise the amended timetable at our stations.

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### Real Time Information

Real time information about service disruption is also available on our website and via WAP enabled mobiles. A customised disruption alert service is available via SMS text messages and emails, which you can set up on our website.

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### Information by phone

National Rail Enquiries (NRE) provides information on all rail services via their website and by telephone (08457 48 49 50). All calls are charged at local rates and may be monitored. Integrated transport information and details of how to get to the stations are provided by Traveline – 0871 200 22 33.

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### Information on the web

You can buy your rail tickets online and find out more about First TransPennine Express' products and services on our website – [www.tpexpress.co.uk](http://www.tpexpress.co.uk)

You will find information about National Rail products, station facilities and current train running information across the National Rail network from the National Rail website – [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

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### Staff

We have approachable and proactive Customer Service staff at our stations and on all our trains, who will be happy to provide the information you need. A continuous training programme for all staff who come into direct contact with customers will ensure they have the skills and knowledge to help you. They all wear full uniform, including name badges, so you can easily identify them. They make announcements on trains and at stations to keep you informed.

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## Tickets and reservations

First TransPennine Express operates in accordance with the National Rail Conditions of Carriage, which state that you must have a valid ticket for your journey prior to boarding where you have had the opportunity to buy one. Copies of the Conditions of Carriage are available upon request at ticket offices or from the National Rail website.

You can buy a full range of tickets and make seat reservations from the ticket offices at First TransPennine Express stations or from our website – [www.tpexpress.co.uk](http://www.tpexpress.co.uk). We endeavour to deliver high standards of service throughout your journey with us starting with when you purchase your ticket. When you buy a ticket we promise to provide fair, impartial information and sell you the most appropriate ticket for your journey, whether or not you are travelling specifically on our trains. Fast Ticket machines are also available at many stations, offering a wide range of tickets for services from that station.

We plan services so that customers boarding trains should, under normal circumstances, be able to obtain a seat. However, at peak times this may not be possible. Seat reservations for travel on First TransPennine Express services and other services where the facility exists can be booked up until 6pm on the day before travel. Although you may join any train for which your ticket is valid, unless you have a seat reservation we are unable to guarantee that you will be provided with a seat.

If we do not provide you with your reserved seat, and there is no alternative seat available, we will compensate you. If you have to stand we will refund you 50% of the single leg cost of your journey in National Rail travel vouchers.

Cycles may be carried on First TransPennine Express trains. If you do need to take your cycle on the train we recommend that you make a reservation in advance as space is limited. However, we cannot always guarantee that there will be space available for your cycle. We, therefore, encourage the use of folding cycles or cycle parking or cycle hire facilities at stations. Full details of our Cycle policy are available in special leaflets at our stations and on our website.

If you want to buy a rail ticket you should not have to wait more than five minutes at peak times to get a ticket and three minutes during other times. Peak times can vary at different stations.

If you do board one of our trains without a valid ticket, at a station where ticket buying facilities are available, then you will be charged the Anytime (full open single or return) fare for your journey. You will not be eligible to benefit from any discounted fares or Railcard discounts, with the exception of the Disabled Persons Railcard (people using this Railcard may also benefit from being sold a reduced price off-peak ticket, if applicable).

When journeys start at stations where no ticketing facilities are available it is your responsibility to pay your fare to the Conductor who will in these circumstances be able to offer you the full range of

available tickets except for Advance tickets, which can only be purchased up to 6pm the day prior to travel, subject to availability.

Advance tickets may be purchased from our website – [www.tpexpress.co.uk](http://www.tpexpress.co.uk) or from any ticket office.

If you have a Railcard, always carry it with you when you travel. If you cannot produce a valid Railcard to support your ticket you will be treated as not having a valid ticket. You will be charged the full price standard single fare for your journey as if no ticket was purchased before starting the journey and in some cases a penalty fare.

You must ensure that you are aware of any terms and conditions applied to your ticket, i.e. train specific tickets, off-peak fare restrictions etc. If you have a train/time specific ticket and you elect to travel on an alternative service you will be asked to pay the appropriate excess fare on board.

In the interests of all of our customers we intend to reduce fare evasion and fraudulent travel. We will seek to prosecute people if they travel without a ticket or without the correct ticket for their journey.

Barrier checks are in operation at some stations so you are advised to retain your ticket until you have left Railway premises. If you do not have a ticket at the barrier line you will be delayed and will delay others.

## Car Parking

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Car parking facilities, for which there is normally a charge, are available at most stations. It is our policy to enhance the quality of our car parks by providing more spaces where possible and to improve safety and security through the provision of better lighting, CCTV and regular monitoring. Many of our car parks enjoy Secure Car Park status.

Disabled passengers can use First TransPennine Express car parks free of charge providing they park in the marked disabled bays and the blue badge is clearly shown in the window of the vehicle.

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## Standards and facilities

All our trains start their journeys clean and litter-free. They are thoroughly cleaned inside every day and we wash the outside of all trains at least once every two days. We undertake turnaround cleaning at key locations.

## First Class

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If travelling on a Standard Class ticket you can upgrade to First Class upon payment of the appropriate supplement to the Conductor. Unless an upgrade has been purchased, the service has been officially declassified, (i.e. where permission has been granted by the Conductor) or the conductor has used his discretion in exceptional circumstances for individuals, Standard Class ticket holders are not entitled to travel in First Class. Failure to move or to upgrade when requested could result in prosecution for fare evasion.

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## If you need extra help

We have a Disabled People's Protection Policy (DPPP), which provides details of the services customers with restricted mobility or other special needs can expect when travelling with us.

A copy of the DPPP is available by contacting our Customer Relations team. An electronic version is also available on our website.

Our commitment to customers who need extra help includes offering assistance:

- Assisted Travel Team on 0800 107 2149 which you can call in advance to reserve help, to ensure assistance is provided to you throughout your journey.

Giving us 24 hours notice of your requests helps us make the necessary arrangements.

- The National Rail Enquiry Service provides a 24 hour telephone service on 08457 48 49 50. All calls are charged at local rates and may be monitored. Pre-booking and reservation services are available at the same time.

We provide ramps on all our trains. The level of accessibility and assistance available at stations can vary and clarification can be obtained by ringing the Assisted Travel Team on 0800 107 2149.

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## Electric and standard wheelchairs

All our trains can carry manual or powered wheelchairs up to the following dimensional and weight limitations:

### Electric & Standard Wheelchairs

Width	70 Centimetres	Maximum Allowance
Length <i>(including footplates)</i>	120 Centimetres	Maximum Allowance
Weight <i>(including customer)</i>	250 Kilograms	Maximum Allowance

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## Can I take scooters onboard?

All scooters that can be folded down and carried on as luggage can be taken on board our trains. They should be folded by the passenger or their companion prior to travel. For further information about travelling by wheelchairs and all other types of scooters (non-folding) onboard First TransPennine Express, please read our DPPP or contact the Assisted Travel Service on 0800 107 2149.

When preparing to enter the train we ask that all baggage is taken off the back of the chair of the wheelchair so it does not topple when entering or exiting the train via the ramp. Once aboard our service, all wheelchair users should ensure they position their vehicle safely within the designated space, with the back against the wall, and apply the brakes. On no occasion should wheelchairs travel in the vestibule area blocking the exits or passageways as this is a safety hazard.

**For safety reasons we insist that powered wheelchairs do not exceed 4 mph on station premises.**

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## Safety

First TransPennine Express is committed to running a safe railway and ensuring that appropriate resources are available to do so. We protect the safety of our customers, staff, contractors and the general public where affected by our actions and ensure that property and the environment are protected.

Lighting standards have increased and improved. CCTV cameras have been introduced at our stations and security is monitored at all stations and car parks on a regular basis.

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## Environment

We are dedicated to the continual improvement of our environmental performance and our main aims are:

- To make efficient use of renewable and non-renewable resources.
- To keep up with technological developments impacting on environmental performance and adopt them where practicable.
- To create an environmental culture enabling employees to be fully involved and aware of their responsibilities.
- To specify, monitor and review annual environmental objectives for key managers.

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## Smoking

Smoking is illegal on all First TransPennine Express trains or at all stations.

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## Lost Property

If you leave any property on a First TransPennine Express train or station please contact our Lost Property Department on 0845 600 1672.

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## Electronic Equipment

Passengers are asked to consider fellow passengers when using mobile phones, dvd players, laptops and personal stereos.

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## Animals

Passengers may be accompanied by a dog on a lead provided that it does not cause a nuisance to other passengers. There is no charge for dogs. Other small animals and pets can be carried free of charge in a suitable carrier. Animals are not allowed on tables or seats.

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## Train service performance

We publish figures every four weeks to show how punctual and reliable our trains have been over the previous four weeks and twelve months. These figures, which are independently audited, are displayed on posters at major stations or can be obtained from Customer Relations and from our website.

We have targets regarding Punctuality and Reliability. These are defined as:

**Punctuality:** The percentage of trains on Mondays-Saturdays (excluding Bank Holidays) that arrive at their final destination within 10 minutes of the advertised arrival time.

**Reliability:** The percentage of trains published in the timetable that run on Mondays-Saturdays (excluding Bank Holidays).

North TransPennine	
Punctuality: At least 88%	Reliability: At least 98%

South TransPennine	
Punctuality: At least 88%	Reliability: At least 98%

North West	
Punctuality: At least 87%	Reliability: At least 98%

## How we will look after you if things go wrong

We understand that you want to know what is happening when things go wrong. Staff on our trains and at stations help by providing as much information as they can.

We have emergency plans that can be put into place when disruption occurs to ensure that inconvenience is kept to a minimum.

We make sure you can reach the destination and in exceptional circumstances provide overnight hotel accommodation.

### Connecting Services

In the interests of customers already on a connecting train, onward services are not normally delayed for late-running connections. Special attention is, however, given to services operating infrequently, or the last connecting service of the day.

If you have allowed sufficient time and you miss a flight by being seriously delayed by First TransPennine Express, and the cause was within our control, we will assist in every possible way with your onward travel arrangements. If necessary, we will provide overnight accommodation to enable you to make an early start the following day.

### Single, Return or Weekly Tickets

If you hold a ticket for a single or return journey, or a weekly Season Ticket (not Passenger Transport Executive products), and a delay to a First TransPennine Express service adds 30 minutes or longer to your journey, we will offer you National Rail travel vouchers for the full cost of the single leg of your journey that was delayed, i.e. 100% compensation for single tickets and 50% for return tickets.

If you are delayed for more than one hour, we will offer you National Rail travel vouchers for the full cost of your entire journey. If you hold a weekly Season Ticket, we will calculate your compensation on the daily value of your ticket.

The arrangements for compensation will not apply to certain delays that are outside our control such as severe weather, vandalism, fatalities and security alerts.

If you buy a ticket and the train you plan to catch is delayed or cancelled, you may decide not to travel. You may return your unused ticket immediately to any ticket office and where possible that ticket office will give you an immediate full refund.

If you decide for some other reason not to use your ticket, you can apply for a refund at any station ticket office within 28 days of the expiry date of your ticket. You must return tickets you bought from a travel agent or from telesales to the office that issued them. We will normally charge an administration fee. We cannot give a refund on Advance tickets.

Sometimes, for example during severe weather conditions, unplanned or emergency train alterations need to be made. We aim to give as much notice as possible. In some circumstances replacement buses or other alternative transport will be provided for you to complete your journey and, in exceptional circumstances, hotel accommodation will be provided.

## Season Tickets

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Holders of season tickets that are valid for one month or longer are entitled to compensation as follows.

If average train punctuality is below 88% (87% on North West) or if average reliability is below 98% during the last complete 12 months, Season Ticket holders will receive a 5% discount when they renew their tickets.

If average punctuality falls below 88% (87% on North West) and average reliability falls below 98% during the last complete 12 months, Season Ticket holders will be given a 10% discount when they renew their tickets.

These discounts apply when:

- You renew your Season Ticket any time up to 28 days after your ticket has run out.
- Your new ticket is for the same journey and the same or a shorter period.

We base the discount on the figures that applied when the ticket ran out. If you are not renewing your season ticket an equivalent sum of travel vouchers will be offered.

On days when there was no service, or when we provide a heavily reduced service, we may choose to compensate you by declaring the day 'void'. When this happens, you can choose to either have your Season Ticket extended when you renew it, or to have a refund for these days, which we calculate as a proportion of the value of your Season Ticket. We publish these days on posters at stations. Compensation for weekly (7 day) Season Ticket holders is the same as for individual journeys.

When we calculate punctuality and reliability for compensation purposes, we do not include Sundays or Bank Holidays. Certain causes

of delay are outside the control of the railway industry, and we do not include these when we calculate our punctuality and reliability for compensation purposes. These include vandalism, fatalities, security alerts and severe weather conditions.

Passenger Transport Executive products (such as multi-modal tickets within the Passenger Transport Executive areas) do not qualify for compensation described in this Passenger's Charter.

Sympathetic consideration, depending on circumstances, will be given to requests for cash instead of vouchers.

## Consequential Costs

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Under the terms of the National Rail Conditions of Carriage, which set out your legal rights and apply to all train operating companies, First TransPennine Express is not liable for any loss (including consequential loss) or extra costs incurred as a result of a train delay or cancellation. However, under exceptional circumstances consideration may be given to additional claims on an ex-gratia basis.

## Asking Your Views

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We actively welcome the views of our customers. You can phone or write to our Customer Relations department – full contact details are on the next page.

Regular feedback helps us to plan improvements. We achieve this by:

- meeting User Groups and Stakeholders at least twice a year to give them the opportunity to comment at the planning stage of any major changes, for example changing ticket types or refurbishing trains.
- holding regular 'Meet the Manager' sessions at our stations.
- carrying out regular market research to understand what you expect and how you think we are performing. We will find out where we are exceeding your expectations, where there is room for improvement, listen to your suggestions, and address your concerns as soon as possible.

If your comments relate to another train company, we will forward them to that company and let you know we have done so. We will answer all written comments from customers within five working days of receiving them. If it takes longer to make the necessary enquiries we will send you an initial acknowledgement within five working days and a full reply within ten days. If we need to investigate a complaint, we will give you a final response within 20 days.

Our Passenger's Charter sets out our commitments to you. Along with the National Rail Conditions of Carriage you can obtain copies of our Passenger Charter at our staffed stations or directly from Customer Relations.

## How would you like to contact us?

We are committed to the very highest standards of customer service. We value your views and will seriously consider your comments.

If you have praise, a complaint or question about our products or services, you can use one of our feedback forms, available at all our staffed stations and on board trains, or phone, email or write to us.

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Customer Relations: **0845 600 1671**

[tpcustomer.relations@firstgroup.com](mailto:tpcustomer.relations@firstgroup.com)

Customer Relations, First TransPennine Express,  
ADMAIL 3878, FREEPOST, Manchester M1 9YB

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Minicom: **0800 107 2061**

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Lost Property: **0845 600 1672**

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Assisted Travel: **0800 107 2149**

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Group Travel (10 or more) and Bike Reservations: **0845 600 1674**

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WAP Enabled Phone Website:

<http://wap.jcheck.com/tp>

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Website:

[www.tpexpress.co.uk](http://www.tpexpress.co.uk)

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National Rail Enquiries: **08457 48 49 50** (these calls may be monitored)

24 hour textphone service on **0845 60 50 600**

Train Tracker: **0871 200 49 50**

[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

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Traveline: **0871 200 22 33**

[www.traveline.org.uk](http://www.traveline.org.uk)

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British Transport Police (BTP): **0800 40 50 40**

[www.btp.police.uk/](http://www.btp.police.uk/)

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We try to provide the very highest quality standards. If you are not satisfied with our reply you can write to Passenger Focus. They are independent of train companies and serve as the passengers' 'Watchdog'.

Passenger Focus: FREEPOST (RRRE-ETTC-LEET),

PO BOX 4257, Manchester M60 3AR.

[info@passengerfocus.org.uk](mailto:info@passengerfocus.org.uk)

[www.passengerfocus.org.uk/](http://www.passengerfocus.org.uk/)

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If a complaint goes to arbitration (is settled by an independent person or organisation) we will agree to the independent arbiter's decision.

# Route Map



**Key**

**Blue:** North Route

**Yellow:** South Route

**Red:** North West Route

