

Passenger's Charter



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1. What you can expect from TransPennine Express

Welcome to TransPennine Express. We have developed our Charter specifically for you, to reflect our commitments and customer promise. We will provide you with a safe, punctual and reliable journey, and are committed to treating our customers in a fair, courteous and prompt manner at all times.

Our Customer Promise

Safety – our number one priority is keeping our customers and staff safe and secure on our railway.

Making it easy to do business with us – we want to ensure that we make your journey experience as effortless as possible making TransPennine Express easy to do business with.

Our people – we are proud of our staff and you can expect to be greeted with a warm welcome and receive exceptional customer service.

Common sense approach – we will take a common sense approach to resolving customer issues and take your views into consideration at all times.

Environment – our aim is to make TransPennine Express a sustainable business and we are committed to improving performance in relation to carbon, energy, efficiency, waste, water and other environmental impacts. Our Passenger's Charter sets out our commitment to you to provide a high standard of service throughout all aspects of your journey with TransPennine Express. This Charter contains details on how you can get help planning your journey, where to purchase tickets and what you can expect on-board. We will also let you know how you can get extra help should you need it and what we will do should things go wrong. Through our Customer Consultation Forum and discussions with stakeholders, we will gain feedback on what you would like to see in our Passenger's Charter. We will publish this every two years.

Key Improvements You Can Expect From Us During This New Franchise

The Department for Transport has chosen us to run your railway for the next seven years and we are proud to tell you about the package of investment and improvements that we will be bringing to TransPennine Express. These plans underpin our vision to take the North further:

- 20,000 extra peak seats per day giving an 80% increase into the seven largest cities on the network; with 13 million more seats across our timetable each year by 2019;
- more earlier and later trains, more trains on Saturdays and a doubling of existing capacity on Sundays;
- new and improved connections: Liverpool-Scotland and Manchester-Newcastle/Edinburgh;
- real time information to support you throughout your journey;
- train travel you can depend on with improved performance;
- improved on-board experience: new Intercity trains and refurbishment of the existing fleet to 'as new' standards;
- free WiFi on all trains in 2018 with free films, TV and news;
- upgraded catering service; and
- simpler, more integrated ticket retailing, accelerating Smart in The North.

Our Customer Report, published every six months, will tell you the dates everything is planned for and when it has been delivered.

National Rail Conditions of Carriage

This Passenger's Charter sets out our commitment to you and to meeting our standards on every journey. It does not create any new legal relationship with you as a result of what we say we will do, nor does it affect your legal rights. For details of these rights, please refer to the National Rail Conditions of Carriage which can be obtained at all staffed stations, from our Customer Services team, or downloaded from tpexpress.co.uk or from nationalrail.co.uk.

2. Planning your journey/information

We want to be able to keep you informed and support you throughout your journey with TransPennine Express. We will provide you with comprehensive, accurate and timely information in a customer-friendly way. This information is available to you in a variety of ways to suit your personal preference:

Our Website

By visiting **tpexpress.co.uk** you can access detailed information on our products and services. You will be able to:

- download timetables and access live train running information;
- purchase tickets;
- find details about station facilities and opening times;
- access information on destinations across the TransPennine Express network;
- find and book hotels and car hire with your ticket; and
- find details of special offers and events.

TPE Mobile App/Real-time Information

We want to make sure that you have the information you need at all times. You can download our free Customer app for iOS, Android and Windows. Via the app you can purchase tickets and view live travel updates, as well as access station and onward travel information.

Social Media

Follow us on Twitter @TPEassist to connect with our Social Media team. The team are on hand to answer your general enquiries and provide information about your journey. This service is available 24 hours a day. You can also find us on Facebook and get news and offers on Twitter @TPEexpress trains

From Our Staff

Our staff are on hand to support you with any enquiry that you have at our stations and on board our trains. All of our services will have a conductor on-board to answer any queries that you have. We are equipping our friendly and approachable team with smart devices to ensure that they have the most up to date information available to help you with your enquiry. You can also access information via the Help Points located at our stations.

National Rail Enquiries

National Rail Enquiries provide timetable and fare information for all rail services in Great Britain via their website at **nationalrail.co.uk**. Alternatively you can call them on **03457 48 49 50**. They are open 24 hours a day, 7 days a week. Calls may be monitored for training purposes.

Timetables/Leaflets

We display full timetable information at our stations. We aim, wherever possible, to display information at least 28 days in advance when services change as a result of engineering work or Bank Holidays. On occasion, we may have to implement an emergency timetable during severe disruption. We will advertise the amended timetable online and at stations as soon as this becomes available. You will be able to pick up leaflets about our products and services from our stations.

3. Where to buy your tickets

At TransPennine Express we would like to make it easy for you to buy a ticket for your journey with us and will offer you a range of options to do so. We will make sure that you are provided with the information you need to make your ticket purchase simple and straightforward. When you buy a ticket we promise to provide fair, impartial information, and to sell you the most appropriate ticket for your journey, whether or not you are travelling on our trains.

Online

Buy your ticket online at **tpexpress.co.uk**. For a full range of tickets, including Season Tickets, and to reserve your seat, visit our website on your desktop, tablet or mobile phone. You can enjoy a full range of ticket delivery options including printing at home, collecting from a Ticket Vending Machine and downloading a mobile ticket from the Mobile App. Alternatively, we can send your tickets to you by post (for a small fee).

We want to ensure that you get the best deal possible and will be rolling out a Price Guarantee for TPE specific tickets purchased at tpexpress.co.uk, from September 2016. We will provide a refund of the difference for the same ticket for an entirely TPE journey should that be offered later at a cheaper price. For details of how to claim, please visit tpexpress.co.uk/help

Mobile App

For ticket purchase on the move, download our Mobile App. During 2016, we will be rolling out mTickets for TPE journeys so that you can have your ticket on your mobile phone removing the need to queue up at a ticket office or TVM. Where you are changing trains between TPE and changing to another operator's service, mTickets will be introduced from 2017 onwards.

Ticket Vending Machines (TVM)

At each of our stations and across the TransPennine network there are ticket vending machines where you can collect and purchase tickets. When using the TVM to collect tickets already purchased, please ensure that you bring the credit or debit card used to book and have your reference number to hand.

From Our Ticket Offices

Our staff are on hand to help you buy the right ticket for your journey. Opening times are clearly displayed at each of our stations and on our website. You can buy a full range of tickets and reserve your seat. If you want to purchase a ticket from our ticket office, you should not have to wait more than three minutes to be served even at busy times. We will monitor this carefully to ensure that we can offer a consistently high standard. The times that each ticket office is typically busiest will be displayed at the station.

Key Information On Tickets

You do, of course, need to be in possession of a valid ticket for your journey, and TransPennine Express operates in accordance with the National Rail Conditions of Carriage. You can download a copy of the Condition of Carriage online or pick up a copy at our stations.

You must ensure that you are aware of any terms and conditions applied to your ticket, i.e. time/train specific tickets, off-peak fare restrictions, etc. and if you bought your ticket with a railcard you must carry the card. Our revenue protection policy is based on a common sense approach ensuring that we treat customers fairly. You can find details of our Common Sense Policy at tpexpress.co.uk/help

If travelling on a Standard Class ticket you can upgrade to First Class once you have paid the appropriate supplement to the conductor. Standard Class Season Tickets cannot be upgraded on the train.

Passengers holding Season Tickets must upgrade at the ticket office prior to boarding. 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.

4. At our stations and on our trains

At TPE we pride ourselves on ensuring that we provide you with stations and trains that are comfortable, clean and well maintained. We conduct daily inspections of our trains and stations to ensure that the high standards we have set are being met. Our trains are thoroughly cleaned inside every day and we clean our trains at every terminus station. We manage the following stations across the TransPennine Express route:

- Barnetby
- Brough
- Cleethorpes
- Dewsbury
- Grimsby Town
- Huddersfield
- Hull
- Malton
- Manchester Airport
- Middlesbrough
- Northallerton
- Scarborough
- Scunthorpe
- Seamer
- Selby
- Stalybridge
- Thirsk
- Thornaby and
- Yarm.

You can plan your door to door journey on our website or via our Mobile App. Alternatively, Traveline provides information on getting to and from our stations by visiting traveline.org.uk or by calling on **0871 200 2233**.

Reservations/Seat Promise

Seat reservations for TransPennine Express services can be booked up to 18:00 hours on the day before travel.

If we do not provide you with your reserved seat, and there are no other seats available, we will compensate you:

- If you have a reserved seat but have had to stand, we will refund you 50% of the single leg cost of your journey.
- If you have booked a seat in First Class but there is only one available in Standard Class, we will refund the difference between the fare you paid and the equivalent Standard Class fare.

This will be paid in e-vouchers, redeemable on our website, or National Rail travel vouchers. To make your claim, please ensure that the conductor on-board endorses your ticket or reservation coupon. Please ensure claims are made within 28 days of the date of travel.

Keeping You Safe

TransPennine Express is committed to running a safe and secure railway. We protect the safety of our customers and staff and ensure that our station environment is also protected. All of our stations have been awarded Secure Station Status. All of our trains and stations have CCTV cameras fitted. Images are recorded for the safety and security of passengers and staff. Security is monitored at all stations and car parks on a regular basis.

Smoking

We do not allow smoking, including e-cigarettes, anywhere on our trains and stations.

WiFi

We understand the importance of keeping you connected during your journey which is why we are rolling out WiFi across all of our trains and at our stations. We will provide free WiFi at all our stations by December 2016 and on-board all our trains by July 2018. For more information on our WiFi implementation, please visit tpexpress.co.uk/help

Lost Property

We understand how frustrating it can be when you leave items on one of our trains or at a station. If you have left any property on one of our TransPennine Express services or at one of our stations, please visit tpexpress.co.uk/help or alternatively call our Lost Property team on **0345 600 1672**.

Cycles

You may take your bicycle with you on TransPennine Express trains at no extra cost. Space is limited, however, so please call **0345 600 1671** Option 4 if you do need to take your cycle on the train to make a reservation in advance. Full details of our Cycle Policy are available in special leaflets at our stations and on our website.

Customers with folding cycles are welcome on all our services and we encourage their use. Before boarding the train, please make sure the cycle is completely folded down. You can store it in any of the usual luggage areas. Reservations are not required for folding cycles.

For information on cycle parking at all the stations we call at, please visit nationalrail.co.uk/stations_destinations/default.aspx.

5. Support for Persons with Reduced Mobility

At TransPennine Express we have a policy called 'Making Rail Accessible' which provides details of our commitments to disabled customers and those with restricted mobility. The policy is available free of charge to download from our website, collect from staffed stations or through our Assisted Travel team. The policy is also available in alternative formats, such as braille or large print, by request through the Assisted Travel team.

We are happy to book your assistance through our dedicated Assisted Travel team for anywhere on the National Rail network. We will try to provide you with assistance throughout our network whether it is booked in advance or not. To ensure that we can provide the highest level of assistance to you, we do recommend that, where possible, you book 24 hours in advance. You can contact the team by calling Freephone **0800 107 2149**, or alternatively you can book your assistance online at tpexpress.co.uk/help or via our Mobile App.

We provide ramps on all of our trains. The level of accessibility and assistance available at stations can vary, so we recommend that you check in the table at the end of this leaflet or with National Rail at nationalrail.co.uk/stations_destinations/default.aspx. Our Assisted Travel team are happy to answer any queries that you may have by ringing **0800 107 2149**. We welcome your feedback and would like you to share your experience with us. If you would like to get involved in our Accessibility Forum, please contact us on the number above or visit tpexpress.co.uk/help

6. If things go wrong

Planned Engineering Works

In order to maintain and improve your railway, it is necessary to undertake engineering work. We work closely with Network Rail to minimise the impact of these works but in some instances they will cause disruption to your journey. On occasion your journey may be diverted or extended during planned works and on some services your journey may be replaced by an accessible bus or other suitable means of alternative transport.

Details of engineering works are available via our website, mobile app and at our stations. We aim to have these details available to you at least 12 weeks in advance.

Unplanned Engineering Works And Disruptions To Your Journey

Unfortunately from time to time things do go wrong and this may cause a delay to your journey. We will do all that we can to minimise the impact to you and ensure that you have the information that you need. Staff on our trains and at stations will help by providing as much information as they can. Live train information is updated on our website, app and at our stations. We will also push out information via our Twitter account [@TPEassist](https://twitter.com/TPEassist).

We will not normally delay our trains for customers who are already on a connecting service. Special attention will be given, however, to services that operate infrequently or if it is the last connecting service of the day. If you miss your connection as a result of a delay or cancellation of a TransPennine Express service, we will help you re-arrange your journey. We will provide alternative transport if the next connecting train is 60 minutes later than the one you missed because of our delay.

Where a delay or cancellation of a TransPennine Express train means that you have missed the last connection of the day or that you will not reach your destination at a reasonable time, we will either arrange for transport back to where you started your journey or to your destination, or provide overnight accommodation so that you can travel the next day. If you decide not to travel as a result of a cancellation to your service, we will give you a full refund of your ticket. Should you be delayed for over 60 minutes on a TransPennine Express service, we will offer you complimentary non-alcoholic refreshments while stocks last.

Refunds

If you decide not to travel as a result of your service being delayed or cancelled, we will provide you with a full refund of the unused ticket. Please ensure that you retain the unused ticket and follow the guidance below on how to claim a refund.

If you decide not to travel for any other reason you will be eligible for a refund of your ticket subject to a £10 administration fee. In order to claim your refund you must return your tickets to the point of purchase within 28 days of the ticket's expiry date. The exception to this is Advance Purchase tickets which are non-refundable.

How To Claim For a Refund

For tickets purchased on our website, tpexpress.co.uk, you can apply for a refund by logging into your account and following the instructions for claiming a refund. This also applies to tickets bought through our Mobile App. The refund will go back onto the credit or debit card used to purchase the tickets.

For tickets purchased from a station ticket office or ticket vending machine, please return to the station within 28 days.

For tickets purchased via telesales, please post your ticket with a cover letter back to our telesales team. The address is on page 11.

For all other tickets bought through another retailer or train operating company, please return back to your original point of purchase.

Season Tickets

If you no longer require your Season Ticket and wish to apply for a refund, you should again return to the point of purchase as described in the previous refunds section.

The amount of refund that you are due is based on the difference between the cost of the Season Ticket that you purchased and the cost of a Season Ticket up to the date that you applied for a refund. If you are unable to travel due to sickness for a period of four weeks or longer, you are entitled to apply for a partial refund for that time. We may request supporting documentation such as a medical certificate in support of this.

Compensation

From time to time things will go wrong and we would like to provide you with compensation in certain circumstances. You are entitled to compensation for the following scenarios:

- you arrive at your destination station 30 minutes or more late travelling on a TransPennine Express service (this is called Delay Repay);
- you have reserved a seat and this has not been provided; or
- you have booked assistance through our Passenger Assist scheme and we fail to provide you with this.

Please note that you can only claim compensation for one of the above scenarios. If you are affected by more than one of the scenarios, we will apply the one that is most generous for you.

Delay Repay

When you have been delayed for 30 minutes or more arriving at your destination station, you are entitled to claim Delay Repay. The level of compensation that you are due is explained below:

- 30 to 59 minutes delay: Compensation of 50% of your single ticket or 50% of the relevant portion¹ of your return ticket.
- 60 to 119 minutes delay: Compensation of 100% of the cost of your single ticket or 100% of the cost of the relevant portion of your return ticket.
- More than 120 minutes delay: Compensation of 100% of the cost of your single ticket or 100% cost of your return ticket.

We will proactively inform you of your right to claim compensation when Delay Repay has been triggered through announcements and our staff handing out claim forms on trains and at stations. We will have posters at stations and information on our website (follow the 'Delay Repay Compensation' link from our homepage) as well as on our Twitter feed.

Our Delay Repay form asks you to choose how we pay your compensation:

- in cash, a cheque sent to the address you give us;
- in e-vouchers which can be redeemed on our website, **tpexpress.co.uk**, to purchase tickets for any journey in Great Britain;
- in National Rail travel vouchers which be exchanged at any rail ticket office for another train ticket or for cash.

If you have received an e-voucher or National Rail voucher and want cash instead, you can send them to our Customer Relations department who will send you a cheque, or you can cash them at any of our stations. If there are delays and cancellations, we will always try to tell you before you buy a ticket. Therefore we do not normally accept a claim if you knew there was disruption and still decided to travel. When we introduce an emergency timetable and advertise this 24 hours in advance of travel, Delay Repay compensation will be payable against the revised timetable.

How to Claim Delay Repay

The quickest and easiest way to claim Delay Repay is by downloading the claim form from our website **tpexpress.co.uk/help**. From September 2016, this will offer an automated claim process. Please ensure that you complete the information required and upload a scan of your ticket. Alternatively you can collect a claim form from one of our stations and send it to us using our freepost address in this leaflet (remember to enclose your tickets to validate your claim). Please ensure that all claims are submitted within 28 days of your delay.

Please ensure that where your journey involves an automatic ticket gate that you show your ticket to a member of staff rather than using the gate so that you can keep your ticket for claiming compensation.

¹ "Relevant portion" means the outward or return portion of a return ticket depending on whether the delay was on the outward or return journey.

Compensation For Failed Assistance Booking

If you have booked assistance for your journey with TransPennine Express and we have not been able to provide this to you. We will pay you compensation. You will be compensated for 100% of the cost of your single ticket or 50% of the cost of your return. Please contact our dedicated Assisted Travel team on **0800 107 2149** to make your claim (remember to have your assistance booking reference to hand).

Season Tickets

Delay Repay for Season Ticket holders works in the same way as described in the Delay Repay section opposite, however compensation is calculated using the proportional cost of the daily single ticket. This is calculated as follows:

- Weekly ticket cost divided by 10;
- Monthly ticket cost divided by 40;
- Quarterly ticket cost divided by 120; and
- Annual ticket cost divided by 464.

Sustained Poor Performance For Season Ticket Holders

We fully appreciate the impact that sustained poor performance has on our Season Ticket customers and are committed to putting things right. If there is an ongoing period of poor performance at peak travel times (this is sometimes referred to as sustained poor peak performance), we will consider giving Season Ticket holders more compensation than that set out above. When we do this, we will consult Transport Focus.

For monthly and longer period Season Tickets bought prior to 1st April 2016, the previous arrangements will continue to apply until you have renewed your first Season Ticket with us. These are:

- 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; or
- 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; or
- 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 main stations and on our website. Details of where these posters are displayed are also available on our website. 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.

Delays to Manchester Airport Services

For airport journeys, it is important to allow sufficient time to get from the station to check-in and to allow for queues at check-in. If your scheduled train should have arrived at the airport two hours before your flight is due to depart, but you were severely delayed by TransPennine Express, so missed the flight, then if 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.

Punctuality and Reliability

We work closely with Network Rail to continually improve the performance of our train services to make them more reliable. The way in which train service performance is measured is called the Public Performance Measure (PPM). This is made up of punctuality and reliability. We have targets for PPM across our network and you can find details of these at tpexpress.co.uk/performance. We are committed to providing you with regular updates on how we are performing. You will find these online, and in our six monthly Customer Report, and on posters at our stations.

7. How to get involved with TransPennine Express

We actively seek and welcome the views of our customers and want you to share your experience. There are a variety of ways that you can do this:

- Send us your ideas through the portal on our website at tpexpress.co.uk/help
- Participate in our Customer Consultation Forum, details can be found on our website tpexpress.co.uk/help
- Phone or write to us at our Customer Relations department (details are on the next page)

Regular feedback and working with our customers really helps us to plan improvements. We achieve this by:

- meeting user groups and stakeholders at least twice a year. This provides the opportunity to comment at the outset and planning of any major changes. For example, we will do this when we are refurbishing our existing trains and implementing new trains;
- having a regular management presence at our stations;
- carrying out our regular market research and mystery shopping;
- having passenger champions, from September 2016, on our services to provide us with feedback; to learn more about becoming a Passenger Champion visit our website at tpexpress.co.uk/help; and
- we will publish our Customer Report every six months to update you on our plans and what improvements that have been made. We will also tell you how we are performing against our key targets such as customer satisfaction, customer effort and punctuality.

8. Contacting Us

At TransPennine Express we are committed to providing you with the very highest standard of customer service. We want to be able to support and help you wherever you need it, and we love to hear from our customers. We offer a wide range of contact channels to suit you where you can make suggestions, claim compensation, ask questions and provide us with feedback. Contact us via:

Webform

Our online, easy to use web form can be found at tpexpress.co.uk. Here you can send us your feedback, register complaints or provide suggestions. We aim to respond to 90% of enquiry contacts with 24 hours and 100% within 3 days. Should your contact be regarding a complaint, we aim to respond to these within three days but may require a little longer when further investigation is needed.

WebChat

Our web chat service is best suited for help in making your booking online for TransPennine Express and all GB train services. We are available online 7 days a week from 06:00 - 23:00*.

Phone

Our team can be contacted on **0345 600 1671**, 7 days a week, 06:00 - 23:00*. Here you will be able to speak to one of our friendly team to book tickets, answer general queries regarding your journey and discuss complaints..

Social Media

Talk to the team on [@TPEassist](https://twitter.com/TPEassist), who are on hand to help you 24 hours a day*. See our other social media sites:



*Except Christmas Day and from 08:00 till 18:00 on Boxing Day, New Year's Eve and New Year's Day.

If you would prefer to write to us or need to post us a claim form for a delay, or refund claim, our address is:

Customer Relations
TransPennine Express
ADMAIL 3878
FREEPOST
Manchester
M1 9YB

Please bear in mind, letters can go astray in the post and, while we do work closely with Royal Mail to mitigate these issues, this is not 100% preventable. To avoid your complaint or claim going astray please consider our online 'contact us' forms to get in touch without risk of your issue getting lost.

Our Complaints Handling Commitment

We consider every complaint as an opportunity to improve our service and will share the actions we have taken with you. You can see how we are performing on handling complaints and the actions we are taking in our six monthly Customer Report.

If you phone us, we will do our best to resolve your complaint there and then. For cases that require further investigation, we will respond in full within five working days.

Complaints where we are already aware of the incident, such as a delay, submitted through our online Contact Us form will be responded to within three working days. For more complex complaints that may require more investigation, we aim to respond within five working days. If you prefer to write to us, please write to the address above, and we will aim to respond to you within five working days (plus postage time, up to three further days).

If, due to any unforeseen circumstances, we are unable to achieve these times, we will contact you to let you know - please always include details of the best way to contact you.

However you contact us, we will ask you to say whether you are happy for us to copy your information to people who can help resolve your issue or prevent it happening again, such as Network Rail or other train companies, and whether you are happy for us to share it with our Regulator, the Office of Rail and Road and the independent passenger watchdog, Transport Focus.

Still not satisfied?

Our aim is to resolve any issues you may have. However, if you feel our response to your query has not been satisfactorily met, you can contact your independent watchdog, Transport Focus:

Tel: 0300 123 2350

Email: advice@transportfocus.org.uk

Web: transportfocus.org.uk

Freepost RTEH-XAGE-BYKZ

Transport Focus

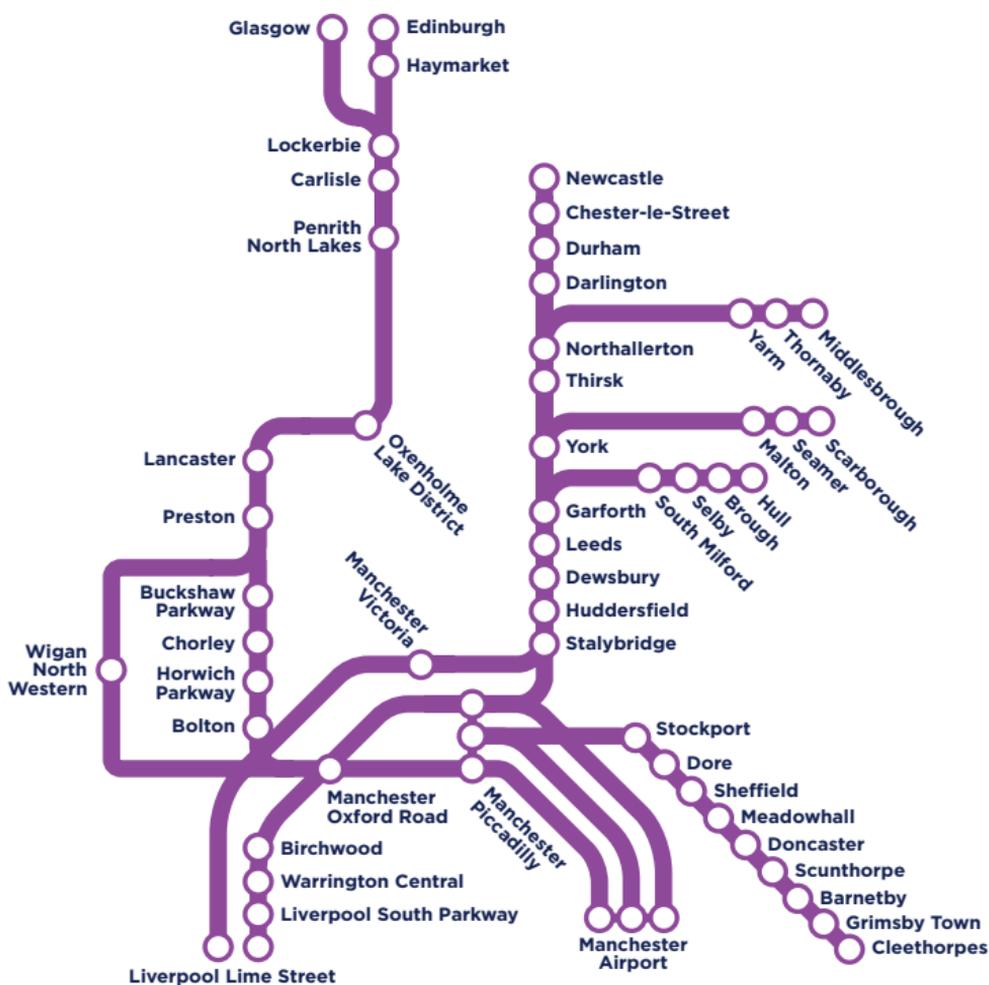
PO Box 5594

Southend on Sea

SS1 9PZ



Route Map



Buy online at tpexpress.co.uk

