**Date issued:** 21st of August 2023

**Freedom of Information Request** 143/23

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**YOU ASKED US…**

**Under the Freedom Of Information Act i am requesting details about your policy of Transport For Wales on the acceptance of different types and denominations of coins and banknotes please.**

**Throughout the UK we have multiple different coins and banknotes that currently have either legal tender status (the Royal Mint coins and Bank Of England banknotes) or legal currency status (all other banknotes) as follows:**

**• Royal Mint - 1p coin**

**• Royal Mint - 2p coin**

**• Royal Mint - 5p coin**

**• Royal Mint - 10p coin**

**• Royal Mint - 20p coin**

**• Royal Mint - 25p coin**

**• Royal Mint - 50p coin**

**• Royal Mint - £1 coin**

**• Royal Mint - £2 coin**

**• Royal Mint - £5 coin**

**• Royal Mint - £20 coin**

**• Royal Mint - £50 coin**

**• Royal Mint - £100 coin**

**• Bank Of England - £5 banknote**

**• Bank Of England - £10 banknote**

**• Bank Of England - £20 banknote**

**• Bank Of England - £50 banknote**

**• Scotland - Bank Of Scotland - £5 banknote • Scotland - Bank Of Scotland - £10 banknote • Scotland - Bank Of Scotland - £20 banknote • Scotland - Bank Of Scotland - £50 banknote • Scotland - Bank Of Scotland - £100 banknote**

**• Scotland - Clydesdale Bank - £5 banknote • Scotland - Clydesdale Bank - £10 banknote • Scotland - Clydesdale Bank - £20 banknote • Scotland - Clydesdale Bank - £50 banknote • Scotland - Clydesdale Bank - £100 banknote**

**• Scotland - Royal Bank Of Scotland - £1 banknote • Scotland - Royal Bank Of Scotland - £5 banknote • Scotland - Royal Bank Of Scotland - £10 banknote • Scotland - Royal Bank Of Scotland - £20 banknote • Scotland - Royal Bank Of Scotland - £50 banknote • Scotland - Royal Bank Of Scotland - £100 banknote**

**• Northern Ireland - Bank Of Ireland - £5 banknote • Northern Ireland - Bank Of Ireland - £10 banknote • Northern Ireland - Bank Of Ireland - £20 banknote • Northern Ireland - Bank Of Ireland - £50 banknote • Northern Ireland - Bank Of Ireland - £100 banknote**

**• Northern Ireland - Danske Bank - £10 banknote • Northern Ireland - Danske Bank - £20 banknote**

**• Northern Ireland - Ulster Bank - £5 banknote • Northern Ireland - Ulster Bank - £10 banknote • Northern Ireland - Ulster Bank - £20 banknote • Northern Ireland - Ulster Bank - £50 banknote • Northern Ireland - Ulster Bank - £100 banknote**

**• Isle Of Man - £1 banknote**

**• Isle Of Man - £5 banknote**

**• Isle Of Man - £10 banknote**

**• Isle Of Man - £20 banknote**

**• Isle Of Man - £50 banknote**

**• Jersey - £1 banknote**

**• Jersey - £5 banknote**

**• Jersey - £10 banknote**

**• Jersey - £20 banknote**

**• Jersey - £50 banknote**

**• Jersey - £100 banknote**

**• Guernsey - £1 banknote**

**• Guernsey - £5 banknote**

**• Guernsey - £10 banknote**

**• Guernsey - £20 banknote**

**• Guernsey - £50 banknote**

**• Gibraltar - £5 banknote**

**• Gibraltar - £10 banknote**

**• Gibraltar - £20 banknote**

**• Gibraltar - £50 banknote**

**• Gibraltar - £100 banknote**

**• Falkland Islands - £5 banknote**

**• Falkland Islands - £10 banknote**

**• Falkland Islands - £20 banknote**

**• Falkland Islands - £50 banknote**

**• Saint Helena - £5 banknote**

**• Saint Helena - £10 banknote**

**• Saint Helena - £20 banknote**

**So i would like to find out about your policy regarding the acceptance of all of these other various banknotes and coins and would like to ask the following questions under the Freedom Of Information Act please:**

1. **Please advise which of the above coins and banknotes that your TVMs (Ticket Vending Machines) at Transport For Wales stations are currently programmed to accept?**
2. **Please advise which of the above coins and banknotes that your Ticket Offices at Transport For Wales stations will accept?**
3. **Please advise which of the above coins and banknotes that your Guards onboard Transport For Wales trains will accept?**
4. **Please provide any documents (such as any internal staff guides and documents) regarding your policy on accepting various coins and banknotes?**

**RESPONSE**

Question 1,2 and 3

Transport for Wales TVM’s, ticket offices and guards accept standard UK coins (5p, 10p, 20p, 50p, £1 and £2) and standard UK bank notes £5, £10 and £20.

The Booking Office and Conductors will accept the above along with:

• Bank Of England - £50 banknote

They will also accept any note that is legal tender, so this will include:

• Scotland - Bank Of Scotland - £5 banknote • Scotland - Bank Of Scotland - £10 banknote • Scotland - Bank Of Scotland - £20 banknote • Scotland - Bank Of Scotland - £50 banknote • Scotland - Bank Of Scotland - £100 banknote

• Scotland - Clydesdale Bank - £5 banknote • Scotland - Clydesdale Bank - £10 banknote • Scotland - Clydesdale Bank - £20 banknote • Scotland - Clydesdale Bank - £50 banknote • Scotland - Clydesdale Bank - £100 banknote

• Scotland - Royal Bank Of Scotland - £1 banknote • Scotland - Royal Bank Of Scotland - £5 banknote • Scotland - Royal Bank Of Scotland - £10 banknote • Scotland - Royal Bank Of Scotland - £20 banknote • Scotland - Royal Bank Of Scotland - £50 banknote • Scotland - Royal Bank Of Scotland - £100 banknote

• Northern Ireland - Bank Of Ireland - £5 banknote • Northern Ireland - Bank Of Ireland - £10 banknote • Northern Ireland - Bank Of Ireland - £20 banknote • Northern Ireland - Bank Of Ireland - £50 banknote • Northern Ireland - Bank Of Ireland - £100 banknote

• Northern Ireland - Danske Bank - £10 banknote • Northern Ireland - Danske Bank - £20 banknote

• Northern Ireland - Ulster Bank - £5 banknote • Northern Ireland - Ulster Bank - £10 banknote • Northern Ireland - Ulster Bank - £20 banknote • Northern Ireland - Ulster Bank - £50 banknote • Northern Ireland - Ulster Bank - £100 banknote

• Isle Of Man - £1 banknote

• Isle Of Man - £5 banknote

• Isle Of Man - £10 banknote

• Isle Of Man - £20 banknote

• Isle Of Man - £50 banknote

• Jersey - £1 banknote

• Jersey - £5 banknote

• Jersey - £10 banknote

• Jersey - £20 banknote

• Jersey - £50 banknote

• Jersey - £100 banknote

• Guernsey - £1 banknote

• Guernsey - £5 banknote

• Guernsey - £10 banknote

• Guernsey - £20 banknote

• Guernsey - £50 banknote

• Gibraltar - £5 banknote

• Gibraltar - £10 banknote

• Gibraltar - £20 banknote

• Gibraltar - £50 banknote

• Gibraltar - £100 banknote

• Falkland Islands - £5 banknote

• Falkland Islands - £10 banknote

• Falkland Islands - £20 banknote

• Falkland Islands - £50 banknote

• Saint Helena - £5 banknote

• Saint Helena - £10 banknote

• Saint Helena - £20 banknote

Question 4

Please see the below extract, relevant to your request from Our Transport for Wales Cash Regulations issued in March 2023.



We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or freedomofinformation@tfw.wales. Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".