**Date issued:** 24th August 2023

**Freedom of Information Request** 149/23

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…**

**I would like all to know the policy if someone attained a promise to pay however there is no facility to trad that in. Also I would I like to know any internal policies or memos regarding platform tickets.**

**RESPONSE**

Promise to Pay

* Transport for Wales don’t have a policy for what to do if a P2P cannot be traded in. All our trains offer on-board conductors who can sell tickets, so we would expect that the customer would request that the ticket is exchanged.
* The National Rail Website relating to Penalty fares (<https://www.nationalrail.co.uk/tickets-railcards-and-offers/buying-a-ticket/penalty-fares/>) states that *‘If you were not able to buy a ticket (for example, if the ticket office was closed or the ticket machine was broken), you must get a Permit to Travel or Promise to Pay at the station and exchange it for a ticket at the first opportunity’.* For TfW the first opportunity is the conductor on the train.
* The last staff brief relating to P2P is attached.

Platform tickets

* These are still available to be purchased from a ticket office for 10p.
* The National Rail website relating to rail enthusiasts  (<https://www.nationalrail.co.uk/travel-information/guidance-for-rail-enthusiasts/>) states: *‘You may require a platform ticket to get through the ticket barriers and access platforms if you are not making a train journey*’.

We have attached a copy of our ‘Promise to Pay staff briefing’. Internal emails have been redacted.

In relation to the redacted information, your request has been considered and Transport for Wales are not obliged to supply this information for the reasons set out below.

Section 17 of the Freedom of Information Act 2000 requires Transport for Wales, when refusing to provide such information (because the information is exempt) to provide you, the applicant with a notice which:

(a) states the fact,

(b) specifies the exemption in question and

(c) states (if that would not otherwise be apparent) why the exemption applies:

In relation to your particular request, the following exemption applies:

**Section 36 – Prejudice to the effective conduct of public affairs**

Section 36 of the Freedom of Information Act 2000 allows a public authority to refuse a request if disclosure would or would be likely to:

(a) inhibit the free and frank provision of advice or exchange or views: or

(b) otherwise prejudice the effective conduct of public affairs.

In order to apply this exemption, a qualified person has given their opinion in the first instance that Section 36 is engaged. This includes the circumstances of this particular case taking into account any relevant factors in order to reach their opinion.

**Factors favouring Disclosure**

When considering the application of this exemption Transport for Wales considered the public interest in disclosure demonstrating openness and transparency of process and furthering the understanding of its business to the wider world.

Transport for Wales is committed to recognising there is a strong public interest to demonstrate openness, transparency, and accountability with regards to the Freedom of Information legislation particularly in relation to an individual’s right to know.

**Factors favouring Non-Disclosure**

Transport for Wales is committed to publishing information. However, we do not consider that it is in the public interest to place internal email addresses into the public domain. Therefore, Transport for Wales considers that the following provisions apply:

**Section 36(2)(c)** “would otherwise prejudice, or would be likely otherwise to prejudice, the effective conduct of public affairs.”

Releasing this email addresses could lead to a bombardment by members of the public seeking to bypass the proper contact procedures. The use of these email addresses by persons outside of the organisation could cause an unnecessary burden on the staff monitoring the mailbox and lead to them spending a significant part of their time dealing with issues outside of their role.

On balance, in this case, Transport for Wales feel that the argument for non-disclosure is stronger that the factors favouring disclosure.

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](mailto: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".