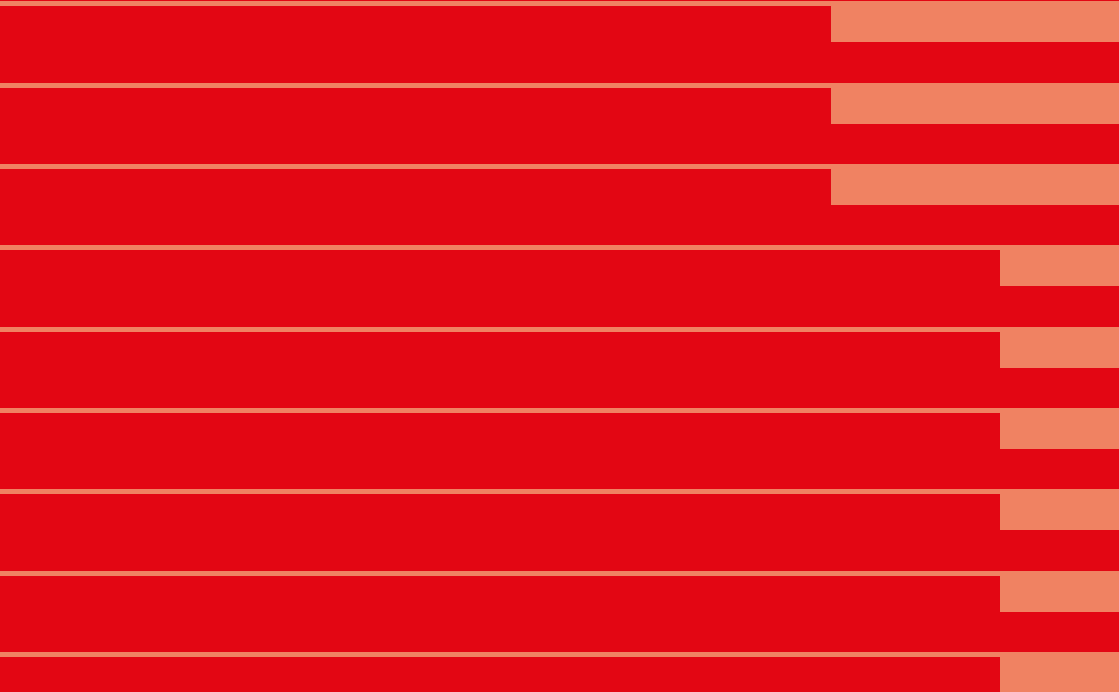


# Revenue Protection Policy

April 2020





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# Introduction to Revenue Protection



A small minority of passengers demonstrate intent to avoid paying train fares to the detriment of the vast majority of law-abiding rail users. Details of ticket buying facilities, including ticket office opening hours and ticket vending machines can be found on the [National Rail Website](#).

Transport for Wales takes deliberate fare evasion very seriously and will prosecute deliberate or persistent evaders with the full extent of the law. This means potential fines of up to £1000 and a criminal record so this policy aims to keep you free from hassle.



# What we ask of you



## You MUST Buy Before You Board

The [National Conditions of Travel](#) and [Railway Byelaws](#) set out the requirement for passengers to buy a ticket prior to boarding trains where the opportunity to do so is available. Our revenue protection policy is based on the conditions within and therefore we operate a 'Buy Before You Board' policy. Our policy will be communicated via leaflets, posters and public address announcements at stations and on trains. In line with the National Conditions of Travel, our Conductors are instructed to only sell "the full undiscounted anytime single fare to a station directly served by the train that you are on. You will not be entitled to any discounts or special terms" where ticket buying facilities have been available at the point of origin.

## You MUST activate mobile tickets before you board

Waiting for a Conductor or Revenue Protection Inspector to approach you or ask to see your ticket is not a prompt for you to quickly activate your ticket. This must be done before you start your journey otherwise you may be suspected of attempting to re-use the same ticket multiple times. It's embarrassing for yourself and for Revenue Protection Inspectors to be in this situation so please activate first, and then travel.

## You MUST tap in Smart Cards before you board

Like other operators such as London Underground, please ensure you 'tap in' before boarding, and 'tap out' at the end of your journey. Apart from being able to charge the correct fare for your journey, it shows you are playing fair and have paid your fare.

## You MUST have proof of discounts available when requested

To claim any of the multiple discounts available for cheap rail travel, all we ask is that you adhere to any restrictions and have your Railcard with you when asked by railway staff.

# Treating Customers Fairly



TfW's approach to revenue protection is to make it easy for customers to buy tickets and we are investing heavily in new Ticket Vending Machines, Smart Ticketing, new website and our popular TfW mobile app.

TfW do not seek to penalise customers who have made a genuine mistake or have become a victim of crime. In such circumstances, our Revenue Protection Inspectors or Conductors will use appropriate discretion and may issue an Unpaid Fare Notice for the Anytime Single fare appropriate to the journey being made.

A customer with a valid reason, such as being a victim of crime or losing a wallet will be given 21 days to pay in full or provide sufficient evidence as to a reason for non-payment. We will retain records of customers who have previously received an Unpaid Fares Notice and may prosecute those who repeatedly do not pay their fare or show deliberate intent to avoid paying.

# Penalty Fares



Passengers who are travelling in a Penalty Fares area and who have failed to buy before boarding where facilities are available may be charged a Penalty Fare which is £20, or twice the appropriate single fare to the next station served (or whichever is the greater).

Penalty Fare zones will be clearly marked using posters, leaflets and station and on-train announcements. Passengers being issued with a Penalty Fare Notice will be informed this is the case and will be advised what to do should they wish to appeal. We subscribe to an Independent Appeals process who consider the recipients' circumstances to determine if a Penalty Fare has been issued correctly. Penalty Fares may only be issued by an Authorised Collector identified with a unique identification card and number, typically this will be a Revenue Protection Inspector who may be in uniform or in plain clothes.

TfW Rail Services have reciprocal agreements with other Train Operating Companies whereby a Penalty Fare may be issued by Revenue staff from other than TfW Rail Services. Staff will have identification with the logo of companies participating in the scheme.

All correspondence relating to Unpaid Fare Notices or Penalty Fares should be submitted in writing to: IRCAS, PO Box 212, Petersfield, GU32 9BQ.

# What could happen if you don't pay your fare



In the event of a passenger being found to have demonstrated 'intent' to avoid the fares due, TfW reserve the right as a last resort to prosecute to recover fares due and deter against further offences.

A Revenue Protection Inspector will request a name and address and validate this using the electoral role or via our Revenue Protection Support team. Providing a false name and address in itself is a serious offence and is likely to be deemed as a deliberate attempt to avoid payment of fares by the courts.

Subject to individual circumstances, a person who has been deemed as showing intent to avoid payment may be given an opportunity to settle out of court. In this case, you will be required to contribute towards administrative charges as part of any settlement.

However, prosecution will be unavoidable in the following circumstances:

- Fraud e.g. defacing ticket details or impersonating a child to obtain cheaper fares
- Providing false personal details e.g. incorrect name and address
- Declaring an incorrect journey for personal gain e.g. declaring an incorrect origin
- Repeat offender e.g. travelling without a ticket on more than one occasion

These processes will be in line with the [ATOC Code of Practice 'arrangements for travel ticket irregularities'](#) and the Transport Focus publication '[ticket to ride](#)'.

All correspondence relating to pending prosecutions or settlements should be in writing to: [Transport Investigations Ltd](#), 1 Station Approach, March, Cambridgeshire, PE15 8SE.

# Further information



For the purposes of our revenue protection policy a 'ticket' is defined as a traditional railway orange ticket (card or paper), or an electronic ticket held on a mobile device, a legible barcode, or data stored on a smart card (accessed via an electronic card reader)

There is a requirement for customers to activate electronic barcode tickets prior to boarding their train to avoid any accusations of fraudulent use. Full terms, conditions and instructions are available at point of purchase.

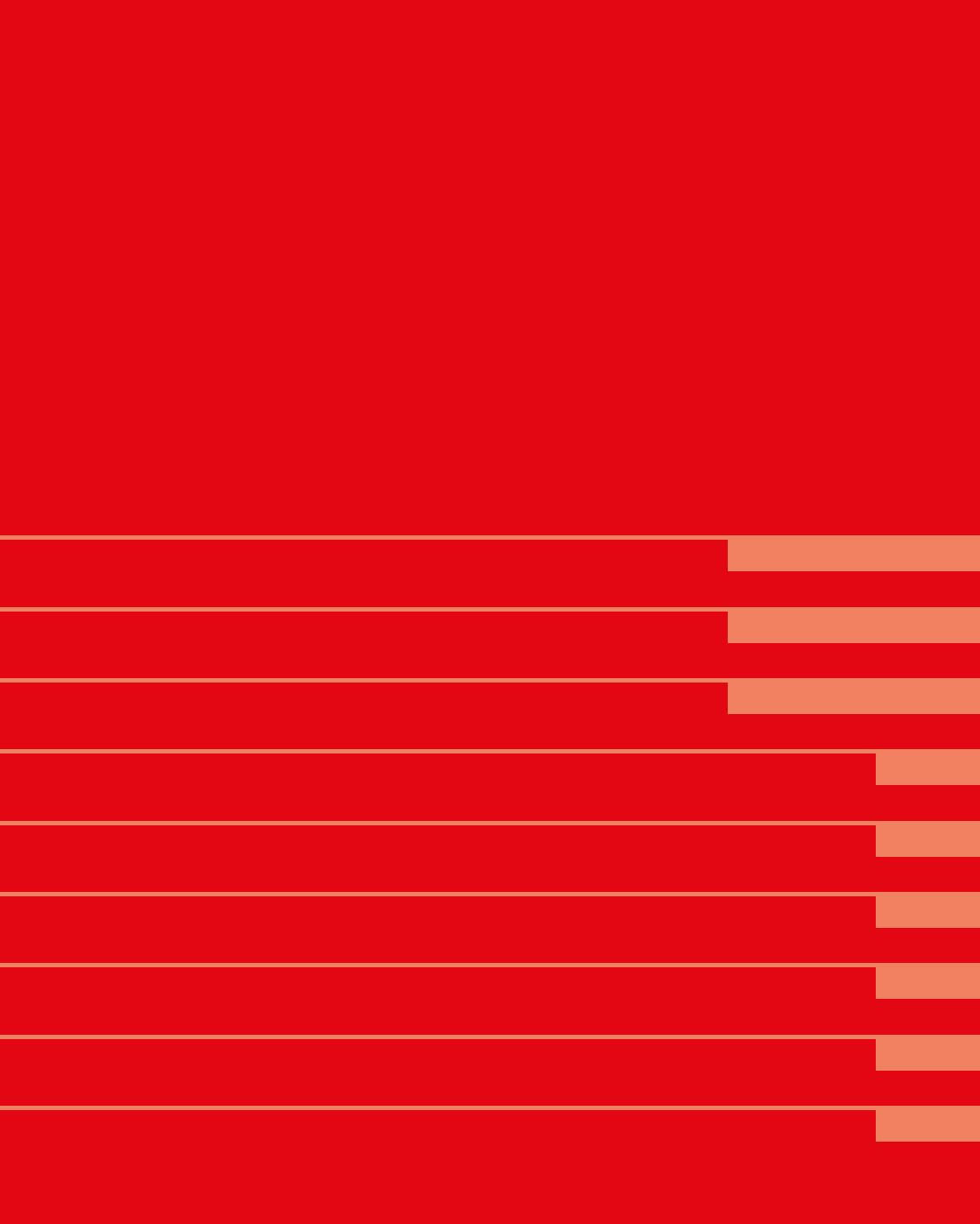
## Other Links

Information on ticket types and how to buy tickets can be found [here](#)

Penalty Fare and Unpaid Fare administration [here](#)

Penalty Fares rules [here](#)





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