



TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Passenger's Charter

Wales and Borders Rail Service



Photo by Robert Mann

Contents

Business as unusual	3
Welcome	4
The Transport for Wales rail network	4
Helping you plan your journey	5
Buying your ticket	7
Refunds and compensation	11
Getting to stations	19
At stations	20
Network map	22
Customers requiring extra assistance	24
If things go wrong	26
Raising standards for you	28
Our standards	30
Further information	30
Get in touch	31
Contact details	33
Appendix 1a - Station ticket offices - Transport for Wales	35
Appendix 1b - Station ticket offices - third parties	36
Appendix 2 - Self-service ticket machines and gates	37
Appendix 3 - Other train operating companies' details	40



Business as unusual

Travel Safer

Due to the current coronavirus pandemic and associated Government guidance and legislation, our operations outlined in this charter may be subject to change including timetables and services, refund policies and station facility opening hours.

For the latest information and details on what we're doing to keep you safe during the coronavirus pandemic visit www.tfwrail.wales/travel-safer.



Stay safe - be a responsible traveller, plan ahead if you need to travel and don't travel if you're feeling unwell



Avoid busy periods - try not to touch surfaces like buttons, doors or your face and try to avoid eating



Follow our latest travel advice, keep your distance, wash your hands or use hand sanitiser and wear a face covering



Exercise while you travel - walk or cycle for short journeys if you can



Respect our staff and other passengers while you're travelling

Find trains with space: use our NEW online Capacity Checker tfwrail.wales/capacity-checker



DIOGELU CYMRU
KEEP WALES SAFE



Welcome to our Passenger's Charter

Our Passenger's Charter sets out our commitment to provide the safe and high-quality service you have the right to expect.

National Rail Conditions of Travel

Our Passenger's Charter does not create any new legal relationship with you as a result of what we promise to do and it does not affect your legal rights. In addition to any other legal rights you may have as a consumer, the National Rail Conditions of Travel detail your rights as a rail passenger and copies for passengers to consult or take away are available at all staffed stations or from our Customer Relations department on request or online from www.nationalrail.co.uk.

The Transport for Wales rail network

Transport for Wales is the principle rail operator across Wales and also serves key towns and cities along the English borders.

With a mix of commuter and leisure travellers we are proud to connect larger metropolitan hubs such as Cardiff, Manchester, Birmingham, Liverpool and Chester with smaller towns and villages in urban, rural and coastal areas.

We are proud to manage 248 stations, the most recent of which is Bow Street in Ceredigion due to open early 2021.

The Wales and Borders network has some of the most spectacular and scenic routes in the World.

Our services provide a vital economic link between communities across Wales and England, opening doors for employment, education and leisure.

A network map can be found in the centre pages of this booklet.

Helping you plan your journey

Customer App

Our customer app is the latest way to plan your journey to anywhere on the National Rail network and check live train running information for Transport for Wales services. Download the TfW Rail app for free from your app store.

Website

Information on National Rail products, timetables and up-to-the-minute train running information is available through our website; www.tfwrail.wales and National Rail's website; www.nationalrail.co.uk, where you can create your own personalised timetable. Go to the 'Plan Your Journey' section to try it out.

Timetables

Timetable information is displayed on platforms and concourses, in bilingual timetable booklets which are available free of charge at staffed stations, from our website or by post by telephoning Customer Relations. Timetable information will be available in alternative formats, including large type for visually impaired passengers, by calling our Customer Relations department.

At larger stations information will also be provided by TV monitors, electronic information screens and public address systems.

Timetable information is also available from National Rail Enquiries (NRE) and Train Tracker, offering live departure board information over the phone. For further information about these services please visit www.nationalrail.co.uk or see our Contact Details page.

Connections

If you miss a connection because your train is running late or is cancelled, our staff will be happy to help you plan your onward journey – in person, via a station help-point (if available), on the phone or on Twitter. The staff will make sure that the staff on the onward service know that your ticket is valid. All contact details are in the back of this booklet.

We always consider the need to hold connections when trains are running late, and cooperate very closely with other train operators to ensure inconvenience is minimised. However, it is not always possible to make a connection if trains are late, as we have to minimise the overall delay to the majority of people. Every effort is made to ensure 'last train of the day' connections are held and that you will have an alternative service within an hour at other times. Please advise the Conductor on your train if services are subject to delay and you are trying to make a connection. The Conductor will liaise with our Control Centre in order to minimise the impact to your journey.

Catering services on trains

An at-seat catering service using locally sourced products where possible is provided on many longer distance services serving hot and cold drinks, sandwiches and snacks. Trains with this service are detailed in the appropriate pocket timetable and on-line journey planners and are shown with the trolley symbol. If for any reason an advertised on-board catering service is not provided, we will advise waiting customers at stations of this before their journey commences.

Customers requiring extra assistance

We are committed to providing help to customers who need extra assistance during their journey, which can be booked through our website or by contacting our Customer Relations department.

Use of Welsh and English

We are committed to providing information in both Welsh and English. We operate a bilingual service in the following areas in Wales:

- Responses to letters, emails, compensation claim and comments forms (excluding replies via third party sales channels)
- Telephone calls to our Customer Relations department
- Timetable information – via National Rail Enquiries Welsh Language Service (NRE)
- Promotional material including pocket timetables and guides to services
- Passenger announcements on stations and trains, including ad-hoc announcements where feasible
- Our website (excluding certain live information updates and third-party feeds)
- Twitter feed and replies to tweets posted on tfwrail
- Customer-facing staff able to deal with enquiries in Welsh where possible.

Buying your ticket

Lowest Available Fare

We will always offer you the Lowest Available Fare when you purchase tickets through our website, app, at stations, on board (if you are not able to buy a ticket before you board) or by using our self-service ticket machines at stations. We will provide accurate, timely and up-to-date details of fares at the point of purchase to help you to identify our cheapest prices so that you can buy the most appropriate ticket for your journey.

If you purchase a ticket and then discover you could have bought a cheaper product for the same journey, you will be entitled to a refund to the value of the difference in cost under our Lowest Available Fare promise within 28 days from the date of travel on your ticket. Please contact our Customer Relations department via email or web-form with a copy of the train tickets for your journey.

Railway Bye-laws

Railway Bye-laws require you to always buy a ticket before boarding a train, provided ticketing facilities are present at the station you are travelling from. If there is no means to purchase a ticket at the station, board the train and buy a ticket from the Conductor. The National Rail Conditions of Travel confirm that the fare you pay during the journey is the same as you would have paid at the station.

More ways to buy a ticket

There are lots of easy ways to buy a ticket for your journey:

Our website

You may find it easier to purchase your ticket online in advance of your travel. Tickets purchased on our website can be obtained via one of the following methods:

- e-tickets: many ticket types can be sent to you by email, stored and used on your smartphone, on our app or printed out at home
- Mobile phone: through a mobile version of our website or through our app
- Collecting from any self-service ticket machine, from 15 minutes after making your booking or from a station ticket office, two hours after making your booking (depending on opening hours)
- Print at home (only certain ticket types)
- First Class post (please allow five working days for postal delivery)
- Smartcard: buy your Season tickets on our website and select 'Smartcard' as your delivery type. Load your tickets onto your Transport for Wales Smartcard by tapping it on one of our station Smartcard readers before travelling. Available on selected routes only.

Please note that some stations do not offer ticket collection facilities but alternative locations can be selected when buying your ticket.

If you opt to collect your tickets from a ticket office or

self-service ticket machine, please note you will need a credit or debit card in the same name as you booked the tickets and your collection reference number.

Our customer app

This is the easiest, most convenient way to buy tickets with single, return, Multiflex (mobile only tickets) and Advance tickets available to buy and download to your mobile phone.

Over the phone

By calling our number found at the back of this leaflet, you can choose between collecting your ticket at a station ticket office, from a self-service ticket machine or sent by First Class post.

At the station

A list of stations with ticket offices is shown in Appendix 1. Ticket office opening times and the times of peak demand will be clearly displayed at each staffed station, together with information on how to buy a ticket outside these hours. Sufficient staff will be employed in ticket offices so that you should not have to wait for more than five minutes at peak times and three minutes at other times to purchase a ticket. We audit ticket office queuing times regularly to ensure we meet this commitment.

Self-service ticket machines

A list of our stations with self-service ticket machines is shown at the back of this document (Appendix 2). The range of tickets offered is clearly signposted on each self-service ticket machine and include weekly and monthly season tickets. To purchase all other tickets please purchase from our ticket office (Appendix 1a and 1b), our website or on board the train.

If your only payment method is cash but the self-service ticket machine only accepts card and there is not an open ticket office at the station where you start your journey, please see the Conductor on board the train to buy the correct ticket for your journey.

On board the train

You must endeavour to buy a ticket from a self-service ticket machine or ticket office before boarding your train. If there is no means to purchase a ticket prior to boarding a train, please buy a ticket from the Conductor on the train. All conductors accept cash, credit cards, debit cards, rail travel warrants and National Rail travel vouchers, and can give discounts where applicable.

Third-party websites

You can also buy a ticket from selected third-party websites. A booking fee may apply to these tickets.

National Rail appointed travel agents

Tickets are also available from National Rail appointed travel agents.

Penalty Fare Scheme

We will operate a Penalty Fare Scheme on all services between Birmingham and Shrewsbury. If you do not have a valid ticket or permit to travel and are boarding a train service at a station which has ticket-purchasing facilities, you could be liable to pay a Penalty Fare of £20 or twice the full single fare to the next station where the train stops, whichever is the greater amount.

Ticket gates

Some of our stations have automatic ticket gates.

A full list can be found in Appendix 2. These include wider gates for wheelchair users and for others who are unable to use the standard gates. When gates are unstaffed, they will be locked open to permit access. If you need to keep your ticket, please speak to staff, show them your ticket when you exit, and they will let you through the gates.

Refunds and Compensation

Refunds

If you have changed your mind and decide not to travel:

You can apply for a refund, if the ticket type allows it. We will not charge an administration (admin) fee of £10 for a refund of tickets bought from our website and mobile application. For tickets purchased through other channels an admin fee will apply.

You can claim a refund no more than 28 days after the expiry of the ticket. Please return your ticket to any ticket office or send your ticket to our Customer Relations department (details at the back of this document) for a refund. If you have used a portion of your ticket, the element of use will be deducted from the ticket before the admin fee is applied.

Please note that Advance ticket types are non-refundable. However, if you have purchased an Advance ticket and your train is cancelled or delayed, or if you missed your booked train due to a delay on another train service, staff will help you to continue your journey. If you decide not to travel due to the disruption, you can claim a refund on any unused tickets without needing to pay an admin fee.

If you have an Anytime ticket and wish to claim a refund, but have not collected your tickets, please call the retailer who sold you the tickets. Details on how to claim refunds are available from ticket offices.

If your train is disrupted and you choose not to travel

If the train you intended to use was cancelled, delayed, or your reservation would not have been honoured and you decided not to travel, you are entitled to claim a full refund from the ticket retailer, with no admin fee charged, if applied for within 28 days of the expiry of the ticket's validity. This applies to all tickets, including Advance tickets, and also applies if you have begun your journey but are unable to complete it due to delay or cancellations and return to your point of origin.

Any claim for a refund must be received within 28 days of the expiry of your ticket and will only be considered if the original tickets or screenshot of mobile tickets are provided. This does not affect any legal rights or remedies you would otherwise have under the Consumer Rights Act 2015.

If you wish to apply for a refund for a Season Ticket:

If you wish to apply for a season ticket refund please see the following conditions below. Please note that the amount refunded is based on the difference between the cost of the Season Ticket originally purchased and the cost of a Season Ticket for the period up to the date the ticket is returned to us. Therefore, you may find that you receive a smaller refund than you were expecting. Please note an annual Season Ticket has no refund value after 40 weeks' use.

<p>If you no longer need your Season Ticket and wish to apply for a refund</p>	<p>Please return it to the ticket office where you bought it from. If you purchased from a self-service ticket machine please return the ticket to your nearest staffed station. A Season Ticket refund will not be processed while you wait, but it will be posted to you as soon as possible.</p>
<p>If you have a change of home or work address, you may apply to exchange any Season Ticket (with at least 7 days validity remaining) for your new journey or class</p>	<p>This is called a changeover. A changeover may be applied for at the ticket office where the original ticket was issued or at any station relevant to the new journey. The new Season Ticket will start on the day following surrender of your original ticket.</p>
<p>If you're a Season Ticket holder and unable to travel for more than four weeks due to sickness, you can apply for a discretionary partial refund for that time</p>	<p>Please return it to the ticket office where you bought it from. In assessing an application, we may ask for supporting documentation.</p>

If your Season Ticket is lost or stolen:

If you bought your ticket online from www.tfwrail.wales, please call us on **0333 3211 202** and we'll be happy to replace it for you. If you bought your ticket at a station, please return to the station where a member of staff will be happy to replace it for you. A £10 admin fee will be made and you will need to buy a ticket for those days you are without your Season Ticket.

Please report a lost or stolen Season Ticket to one of our ticket offices as soon as possible. Or, if you bought your ticket with us online, call us on **0333 3211 202**

You should also report any theft to the police. If your ticket is valid for a month or more we will issue a duplicate. While there is no limit on the number of duplicates you can claim, additional checks are carried out for the second duplicate issued and any others in a 12 month period.

We charge an administration fee of £10 for issuing duplicates. Please note that lost, stolen or spoiled weekly Season Tickets cannot be replaced or refunded. For further information visit www.nationalrail.co.uk

Compensation

We acknowledge that in circumstances where you have been delayed, we will offer fair and appropriate redress. This section outlines our compensation policy. We will clearly advertise our compensation policy via our website, at stations and through station and on-board announcements.



Delay Repay

Delay Repay is based on the time you should have arrived at your final destination station, not the delay to any particular train. For example, your train may have been only 10 minutes late but caused you to miss a connection and you had to wait an hour or more for the next one. If your train has been cancelled, we need to know the time of the train you actually travelled by.

Am I entitled to Delay Repay?

We will offer you compensation under our Delay Repay scheme if you were delayed by 15 minutes or more. This scheme applies to all our ticket types, including Season Tickets.

Compensation, through our Delay Repay scheme

Delay time	Compensation
15 – 29 minutes	25% of the cost of the single ticket or 12.5% of the cost of the return ticket for delays of between 15 and 29 minutes.
30 – 59 minutes	50% of the cost of the single ticket or 25% of the cost of the return ticket for delays of between 30 and 59 minutes.
60 – 119 minutes	100% of the cost of the single ticket or 50% of the cost of the return ticket for delays of between 60 and 119 minutes.
120 minutes or longer	100% of the cost of the single ticket or 100% of the cost of the return ticket (i.e. both ways) for delays of 120 minutes or longer.

All claims for compensation must be received by us within 28 days of completion of your journey.

If one of our trains runs late or is cancelled and because of that you get to your destination station 15 minutes or more later than scheduled, 'Delay Repay' applies. You must hold a valid ticket for the journey for which you are claiming compensation. The above does not affect any legal rights or remedies you would otherwise have under the Consumer Rights Act 2015.

Delay Repay - Season Tickets

If you hold a season ticket, we will compensate you for any individual delayed journeys on our services.

Season Ticket compensation value for each journey

- Annual cost of ticket divided by 464
- Monthly cost of ticket divided by 40
- Weekly cost of ticket divided by 10

Once we have investigated your claim and identified the cause of your delay we will pay you any compensation you are entitled to within 14 days of agreement.

Delay Repay – emergency timetable

If we introduce an emergency timetable and full details are on our website the day before, entitlement to 'Delay Repay' compensation will normally be measured against the revised timetable.

Claiming compensation

At the time of the delay, where possible, we will tweet links to the Delay Repay service, and the station and on-train team will make announcements to advise you of your entitlement and the quickest way to get your compensation. You will also be able to get a Delay Repay form at your destination station or by asking a member of our on train team. It will usually be quicker and easier to apply online or via the app as you will not need to post anything to us. You can make a claim by using any of the following methods opposite.

If you no longer have your ticket, we may accept other proof of travel such as your booking confirmation.

Method		How to claim	What you need to send us
Our website	Complete our online web-form or download our freepost claim form from our website.	Legible photo image of your ticket.	
Our app	Our customer app links directly to our online web-form.	Legible photo image of your ticket.	
Compensation claim form	Freepost claim forms are available from our staffed stations, on board our trains and available from our staff or from the Customer Relations department. In the event of delays, our staff will hand out claim forms on trains and at stations.	Please send us your original ticket. We ask you to keep your ticket with you after a journey to claim for your delay, so please ask one of our ticket barrier staff to let you through the gates. If you have a season ticket that is still valid we will accept a copy of the ticket.	
Write to us	Write to us at our freepost address found in our Contact Details at the end of this document.	Please send us your original ticket. We ask you to keep your ticket with you after a journey to claim for your delay, so please ask one of our ticket barrier staff to let you through the gates. If you have a season ticket that is still valid we will accept a copy of the ticket.	

Compensation claim forms

Compensation is paid via the following methods; please let us know how you would like us to pay it to you when you make your claim.

- **Bank Transfer:** Payment directly into your chosen bank account. We will ask you to provide the Sort code, Account number and Account name as part of handling your claim via a secure system.
- **PayPal:** You will receive payment into your Paypal account within 48 hours of your claim being processed.
- **National Rail travel vouchers:** These are valid for twelve months and can be used to pay for rail journeys anywhere on the National Rail network from our ticket offices.
- **Cash Vouchers:** (if compensation does not exceed £50) you can exchange cash vouchers up to the value of £50 for money at any Transport for Wales ticket office (list is in Appendix 1a) within 3 months of the date of issue. You will need to take identification that includes your signature e.g. bank card, driving licence or passport.
- **Donate to charity:** An option to donate your compensation to our selected charity is now available.

Compensation for seat reservations not being honoured

Seat reservations are available on many of our longer-distance services, free of charge. If for any reason we cannot honour your seat reservation, please speak to the Conductor on-board as they will try to find you another seat on the train. If this is not possible and you have to stand for more than 15 minutes of the journey, please ask the Conductor to endorse your ticket.

You may send your endorsed ticket and details of your journey to our Customer Relations department as we will compensate you to the value of 5% of your ticket for every 15 minutes that you have to stand, up to a maximum of the total cost of your journey ticket. You will also need to tell us how you would like us to pay your compensation.

Please see the section “How will my compensation be paid?” for the options available. The above does not affect any legal rights or remedies you would otherwise have under the Consumer Rights Act 2015.

Getting to stations



Active travel

Our Active Travel plan encourages walking and cycling to and from our stations with many stations linking up with official cycle and walking routes.

In the Cardiff area, Next bikes, the innovative bike share scheme, are situated near many of our stations. For more information visit www.nextbike.co.uk/cardiff



By car

Car park facilities are available at most stations. The number of car parking spaces available and details of any associated parking charges are available on our website.



Bicycles on trains

Full details of our bicycle facilities and number of cycle spaces per train can be found in our leaflet ‘Cycling by Train’ which is available from our website, staffed stations and our Customer Relations department.

Reservations, which can be made via our Customer Relations department or staffed stations are required on some services as displayed in timetable booklets. There is no charge for cycle reservations.



Airport Connections

Our train services connect into Cardiff, Birmingham, Liverpool and Manchester airports



Ferry Connections

Our train services connect to ferry services at Holyhead, Pembroke Dock and Fishguard.

You can book your train and ferry journeys with one ticket using SailRail:

www.tfwrail.wales/ticket-types/sailrail

At stations

At Transport for Wales staffed stations (Appendix 1a), our staff will provide assistance and reassurance for your journey, helping you with any enquiries you may have in connection with our services or those of other train operators.

Every station will display the following information:

- a contact telephone number for getting in touch with us
- the location of the nearest public telephone
- the telephone number for National Rail Enquiries (NRE)
- details of local ticket sales outlets
- details of taxi and other public transport services
- arrangements for purchasing tickets on trains or by telephone
- directional information
- timetables
- guidance for mobility-impaired customers
- arrangements for passenger complaints and / or comments.

Free Wifi

We offer free Wifi on board most of our trains and at selected stations across our network.

www.tfwrail.wales

Smoking

You are not allowed to smoke anywhere on Transport for Wales trains or stations. This includes the use of e-cigarettes and vaping.

Safety and Security

We are committed to running a safe railway and to ensuring that appropriate resources are available to do so.

We want everyone to be safe when travelling and working on our rail network. Abusive language or threatening behaviour towards our customers and colleagues will not be tolerated. Our trains and stations are patrolled by British Transport Police and Security staff with CCTV and body worn video cameras also in operation. Anyone considered a threat to their own or public safety including those under the influence of alcohol or illegal substances will be refused travel and may be prosecuted.

To report any anti-social or suspicious behaviour, text The British Transport Police on: **61016** or in an emergency call **999**.

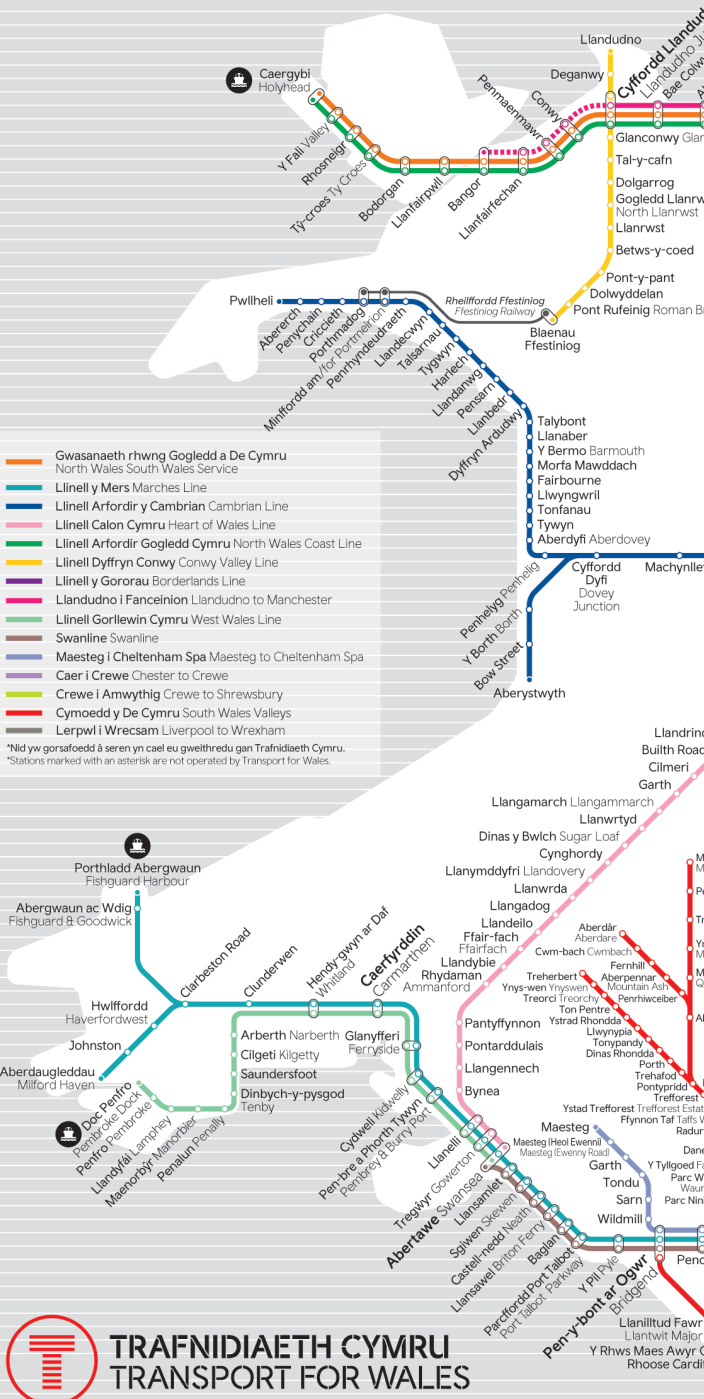
Lost Property

If you lose an item on the station or train, you can either call us on **0333 3211 202** or fill in an online form. Please complete all fields in the form - the more details that you give us about the lost item, the easier it will be for us to find and identify your item. We will then send you a confirmation email to confirm that we have received your query and will respond by email if we require more information, or if we find an item matching your query.

All items of lost property are kept at our Lost Property office at Newport Railway Station. Customers should allow up to 10 working days from the day the item is lost for the property to be received at this office and logged.

Items are stored for up to 12 weeks, after which they are sent to charity. Our Lost Property Office keeps an inventory of all items recovered. The more information you can give about an item, and when and where it was lost, the easier it will be to identify.

Network map



TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Customers requiring extra assistance

We welcome customers with disabilities and those who have reduced mobility or who need extra help.

Our 'Making Rail Accessible: Helping Older and Disabled Passengers' guide is a summary of our policies and practices. It includes a complete list of accessible stations and explains how you can book assistance, whilst also detailing management arrangements regarding the services and facilities you should expect when travelling with us. It is available on our website, from our staff stations or by calling us.

Our commitment to customers who need extra assistance

We give you our best possible service when notified of your requirements at least 24 hours in advance. This ensures that where available, staff are in the right place at the right time to assist people. However, we are happy to assist at shorter notice whenever this is possible. We will consider appropriate compensation if arrangements made in advance for travel on our services and at our stations are not provided.

Assisted travel booking service

This service enables older and disabled customers to reserve a seat or wheelchair space on trains, to book travel assistance and to buy tickets. Please book using the following contact methods:

- **Website:** We have introduced the option to request your assistance as part of your ticket transaction, via the Transport for Wales website saving you from having to make a separate telephone call.
- **Telephone:** Please see our Contact Details page at the end of this document for more information.

Wheelchair access

We have equipped all our trains and principal stations with ramps for wheelchair access. Trains with wide, power-operated doors and dedicated wheelchair

spaces operate on nearly all of our services. Wheelchairs up to 700mm in width and 1200mm in length can be conveyed on all of our train services. Accommodation for wheelchairs can be pre-booked via our website or by phone to guarantee availability.

Mobility Scooters

Scooters can be conveyed on our trains provided they are not more than 700mm in width and 1200mm in length with a maximum turning circle of 900mm and maximum combined weight with user of 300kg.

For further information regarding wheelchair or mobility scooter access, please refer to our guide 'Making Rail Accessible: Helping Older and Disabled Passengers'.

Induction loops

All of our staffed stations (Appendix 1a and 1b) are fitted with induction loop systems.

Visually impaired

Service information is available in large print and audio format on request by telephoning our Customer Relations department.

Assistance dogs

Assistance dog owners can also take advantage of a scheme that offers a protected space in front of a seat to ensure your dog can travel in safety and comfort. For more information please refer to our guide 'Making Rail Accessible: Helping Older and Disabled Passengers' or contact the Customer Relations department.

Car parking

All of our station car parks, where the surface and space allows, will have designated car parking spaces for Blue Badge holders. Where these spaces are within the station's chargeable parking area, the normal daily car parking rate will apply. A full list of car parking spaces can be found at www.tfwrail.wales.

If things go wrong

Lost and forgotten tickets or railcards

If you have boarded a train without the required documents, such as your ticket, railcard or other identification, and we have been unable to verify the validity of your ticket, you may be issued with an Unpaid Fare Notice (UFN) by our revenue protection team. This is an invoice for the fare that is due. We won't process it for 10 days so you have time to contact us with the proof required. If you don't do this within 10 days, you will need to pay your UFN. You can contact us using the details under the "Important Notice" section on the face of the UFN, alternatively, we can process your UFN from any Transport for Wales office if you bring the required documentation with you.

If you have a reservation and receipt but lost your travel ticket

If you have lost your train ticket and we are unable to verify that you bought one, you will have to buy a new ticket or be issued with a UFN. You will have 10 days to find your lost ticket or you will need to pay your UFN.

If you have lost or forgotten your reservation

If you have a copy of your booking confirmation and your travel ticket, and assuming the ticket is valid, you can travel.

Information during disruption

We are committed to the timely and reassuring provision of correct and consistent information to passengers during disruption so that you can make well-informed travel decisions. We will comply with industry agreed procedures for providing passenger information during disruption. We work closely with the Ombudsman to help improve your experience during planned and unplanned disruption. Some amendments to timetables and services are planned in advance (e.g. as a result of engineering work, or

during prolonged periods of severe weather). Whilst every effort is made to fully inform you of changes to the advertised timetable we strongly recommend that you check your journey details before travelling.

Keeping you informed of planned disruption in advance

Timetable information will be available through National Rail Enquiries 6 weeks ahead of any timetable change dates. We will also display a summary of significant alterations to the train service four weeks in advance of each timetable change. In the case of short notice engineering work there will be at least seven days' notice of revised timetables and we will aim to keep any disruption caused by engineering works to a minimum.

Keeping you informed when there are delays

Despite our best efforts there may sometimes be delays to your journey. We'll ensure our staff keep you updated with the latest information about your journey at regular intervals. Our staff will provide information and assistance to help you find the best options to complete your journey with the minimum of delay and inconvenience. If you have someone meeting or waiting for you, our staff can help you to contact them, if necessary, to tell them that you are delayed.

Real-time information about the train service

You can check real-time information and find out more about the live information services we offer on our website or by downloading our app.

- Website and App: Our "Rainbow Board" uses a traffic light system of Red = severe delays, Amber = minor delays, and Green = good service to keep you up to date
- Journeycheck offers up to date, real time information about unplanned disruption on the day that could affect your journey including

delays, cancellations, train formation changes, rail replacement bus services, line closures and diversions. Journey Check also provides updates about changes to station facility and on-board catering availability. For commuting, regular journeys or just a one off trip you can also sign up for our free travel update notification service via email or text. www.journeycheck.com/tfwrail

- Stations and Trains: Customer information screens will display information regarding delays and cancellations.

Delays to services

If delays occur after your train journey has started, we will endeavour to:

- Provide timely and reassuring information
- Provide as much information as possible on the train
- After an hour's delay, issue you complimentary non-alcoholic drinks, where refreshment facilities are provided and subject to stocks being available
- Inform you through on-board announcements of your entitlement to claim compensation
- Get you to the destination on your ticket
- Arrange alternative transport in certain circumstances
- Provide overnight accommodation or transport home in certain circumstances
- Return you to an appropriate station if your journey is not possible
- Revalidate your ticket for travel on another day if you wish

Raising standards for you

South Wales Metro

We are in the process of delivering the new South Wales Metro scheme as part of our journey to transform travel in Cardiff and the Valleys. From

2023, the South Wales Metro will deliver new rolling stock with level access between platform and tram, providing a more frequent and modern system to enable easy and convenient travel around South East Wales. If you are living within the vicinity of construction and you are affected by construction of the South Wales Metro, please contact our Customer Relations department who will do their best to resolve any issues.

Service Quality Regime

As part of our commitment to improve presentation standards on both our trains and stations, we have established a new Service Quality management regime. For you, this means cleaner stations, cleaner trains and facilities that are in good working order. When they do break, we will fix them in a reasonable time.

Getting a seat

We plan our services so that you should usually be able to get a seat, although if you are travelling in peak times you may have to stand for a short period (up to 20 minutes). On our website we have a Capacity Checker tool that helps give an indication of the trains that are often full and the ones with plenty of seats available, so you can decide the best time for your journey.

We offer seat reservations on the majority of our longer-distance trains and details of these services are shown in our pocket timetables and in on-line journey planners. On our longer-distance services, particularly during busy periods, we would encourage you to make a seat reservation.

We also have seat reservations available on some short distance routes to help with social distancing. Reservations for these journeys can be made when buying your tickets online and on our app, or by visiting www.tfwrail.wales/reserve or one of our Ticket Offices after you have purchased your tickets. Without a reservation, the train you want may already be full.

Our standards

Punctuality and reliability

We aim to run all our services on time throughout the whole of the journey. Our punctuality performance figures are published regularly on our website every four weeks.

Performance figures of the other train operators who call at those staffed stations will also be available at the stations or from their own website.

Customer views

Customer feedback is essential to ensure that we are performing and meeting requirements. In order to collect a wide source of customer insight we collect customer views including National Rail Passenger Survey results. Our performance is published on our website. We have established various panels of stakeholders as well as regular focus groups who will help us to develop proposals to improve customer satisfaction.

Accessibility Panel

We run an Accessibility Panel to represent all forms of disabilities across Wales and Borders. The panel is consulted on accessibility initiatives and invited to take part in trials, workshops and training, including feedback on new rolling stock design.

Customer Insight Panel

All of our customer feedback will be reviewed by our Customer Insight Panel who will use this to inform future decisions. Information on decisions will be made available on our website.

Further information

Our Passenger's Charter is available to view on our website, from our staffed stations or from our Customer Relations department. We provide versions available in English, Welsh, and in all accessible formats: large print, Braille and audio on request.

Get in touch

From our staff at stations to our Customer Relations department, we offer many ways for you to get in touch. Please see our Contact Details page below for more detail.

In person

All of our trains have a Conductor on board who will be happy to assist you with any queries you may have. Customer service staff at stations will also be happy to help. We have posters at our stations which display our contact details and those of the Rail Ombudsman.

Our Customer Relations department

Our Customer Relations department is available during the following times:

0800 – 2000 Monday to Saturday including bank holidays

1100 – 2000 Sunday

Our Customer Relations department is closed on Christmas Day but our Assisted Travel team are available to make bookings.

Outside these times, you can contact us via Twitter or through our website. If you wish to speak with someone please call the National Rail Enquiries service.

By post

When you write to us by post, email or web-form, we will send you an acknowledgement and aim to send you a full response within ten working days (excluding weekends and bank holidays). If your feedback requires detailed investigation, which means we may not be able to give you a full response within 10 working days, we will update you within five working days and aim to give you a full response within 20 working days. If you contact us by telephone and we are unable to address your query immediately, we aim to call you back within three working days.

The Rail Ombudsman

Please give us the opportunity to try to resolve your complaint. If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve on going complaints between us and our passengers. It's free to use their services and they are independent of the rail industry. They don't take sides, but just look at the evidence available. They will help us both to try to reach an agreement, but if this doesn't happen, they will make a decision based on the evidence they've received. If you agree with their decision, then we have to act on what they say.

You can appeal to the Rail Ombudsman if:

- you're unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a 'deadlock letter')
- we haven't resolved your complaint within 40 working days of receiving it
- no more than 12 months have passed since we sent you our final response.

There are some complaints that the Rail Ombudsman won't be able to look into, for example if it's about the way one of our services has been designed or industry policy. If that's the case, then they'll contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you further, such as Transport Focus – the independent consumer watchdog for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

Contact details

Web

tfwrail.wales

App downloads

Please search for TFW Rail in your device's app store

Customer Relations department complaints and enquiries

Online: tfwrail.wales/contact-us

Phone: [0333 3211 202](tel:03333211202)
0800 – 2000 Monday to Saturday
including bank holidays
1100 – 2000 Sunday

Post: **FREEPOST - TFW RAIL CUSTOMER RELATIONS**

WhatsApp: [07790 952507](https://wa.me/07790952507)



[@tfwrail](https://twitter.com/tfwrail)
0700 - 2000 Monday to Friday
0800 - 2000 Saturday
1100 - 2000 Sunday



[@tfwrail](https://www.facebook.com/tfwrail)

Delay Repay applications and refunds

Online: tfwrail.wales/delay-repay-compensation

Post: **FREEPOST - TFW RAIL CUSTOMER RELATIONS**

Assisted travel booking

Online: tfwrail.wales/passenger-assistance

Phone: [033 300 50 501](tel:03330050501)

Next generation text: [18001 033 300 50 501](tel:1800103330050501)

Lost Property

Online: tfwrail.wales/lost-property

Phone: 0333 3211 202 and choose Option 5.

Rail Ombudsman

Online: railombudsman.org

Phone: 0330 094 0362

Textphone: 0330 094 0363

Twitter: [@RailOmbudsman](https://twitter.com/RailOmbudsman)

Email: info@railombudsman.org

Post: FREEPOST - RAIL OMBUDSMAN

National Rail Enquiries

English: 03457 48 49 50
24 hours a day, except Christmas day

Welsh: 03456 04 05 00
0700 - 2200, except Christmas day

Textphone: 03456 05 06 00
enquiries can be made 24 hours a day,
calls will be returned between
0900 - 1630, Monday to Friday

British Transport Police

Phone: 0800 40 50 40

Email: first_contact@btp.pnn.police.uk

To report non-urgent crime text 61016

In an emergency call 999

O3 calls charged at local rates from a BT line
All calls may be monitored.

Appendix 1a: Station ticket offices - Transport for Wales

The following ticket offices are operated by Transport for Wales.

Station	Mon - Fri		Sat		Sun	
	Open	Close	Open	Close	Open	Close
Aberdare	0650	1320	0800	1430	Closed	
Abergavenny	0545	1845	0545	1845	1200	1830
Aberystwyth	0710	1740	0715	1740	Closed	
Bangor	0515	1815	0515	1815	0830	1730
Barry	0650	1320	0745	1415	Closed	
Bridgend	0545	1900	0700	1900	0740	1915
Cadoxton	0600	0945	0800	1245	Closed	
Caerphilly	0645	1745	0800	1745	Closed	
Cardiff Central	0545	2130	0545	2130	0745	2130
Cardiff Queen Street	0700	2000	0800	2100	1000	1730
Carmarthen	0645	1800	0645	1800	1015	1745
Cathays	0730	1830	0930	1530	Closed	
Chester	0545	2300	0545	2300	0720	2200
Colwyn Bay	0615	1915	0615	1915	1115	1815
Cwmbran	0630	1800	0800	1800	Closed	
Flint	0615	2115	0615	2115	0915	1545
Haverfordwest	0700	1330	0700	1330	Closed	
Hereford	0520	1830	0520	1830	0915	1840
Holyhead	0610	1910	0610	1910	1030	1700
Leominster	0700	1320	Closed		Closed	
Llandaf	0640	1140	0840	1440	Closed	
Llandudno*	0830	1500	0915	1545	1000	1730
Llandudno Junction	0525	1825	0600	1900	1100	1830
Llanelli	0610	1240	0700	1330	Closed	
Machynlleth	0515	1815	0515	1815	0830	1730
Merthyr Tydfil	0715	1530	0815	1630	Closed	
Neath	0530	1830	0610	1845	0920	1650
Newport	0545	2000	0630	2030	0800	1945
Penarth	0650	1420	0830	1500	Closed	
Pontypridd	0600	1415	0830	1645	Closed	
Porth	0630	1300	0845	1515	Closed	
Port Talbot	0530	1830	0600	1900	1000	1730
Prestatyn	0630	1930	0630	1930	0930	1700
Radyr	0630	1300	0830	1500	Closed	
Rhyl	0620	1920	0700	2000	0915	1645
Runcorn East	0700	1200	0800	1315	Closed	
Shotton	0730	1230	0845	1345	Closed	
Shrewsbury	0520	2040	0520	1930	0730	1930
Swansea	0515	2000	0615	2000	0800	2000
Trefforest	0600	1800	0800	1430	Closed	
Wrexham General	0615	1915	0645	1945	1130	1900
Ystrad Mynach	0630	1300	0800	1430	Closed	

Ticket office hours on Sundays at Llandudno are July – August only.

Appendix 1b: Station ticket offices operated by third parties

The following ticket offices are operated by other retailers. on our behalf

Station	Mon - Fri		Sat	
	Open	Close	Open	Close
Barmouth	0830 (May - Sep) 1000 (Oct - Apr)	1630	0830 (May - Sep) 1000 (Oct - Apr)	1600
Chepstow	0600	1530*	0700	1330
Gobowen	0715**	1600	0715	1200
Llandrindod	0845	1630	0645	1200
Ludlow	0550	1650	0650	1250
Milford Haven	0645 0830 1230	0715 1130 1515	0645 0830	0715 1130
Pembrey & Burry Port	0730	1400	0800	1230
Severn Tunnel Junction	0630	1030	Closed	
Welshpool***	0830	1700	0830	1700

Opening hours are subject to change

These facilities are closed on Bank Holiday Mondays and Sundays.

* Chepstow ticket office closes at 1900 on Fridays

** Gobowen ticket office is closed daily from apx 1200 to 1220

*** The ticket office is in the tourist information office in Vicarage Gardens.

Appendix 2: Self-service ticket machines and gates

All our stations with self-service ticket machines are shown below. All self-service ticket machines accept credit and debit cards. The table indicates those that also accept cash and stations where ticket gates are installed.

Station	Cash accepted	Ticket gate installed
Aber	No	No
Abercynon	No	No
Aberdare	No	No
Abergavenny	Yes	No
Abergele & Pensarn	No	No
Aberystwyth	Yes	No
Bangor	Yes	No
Bargoed	No	No
Barry	No	No
Barry Docks	No	No
Barry Island	No	No
Birchgrove	No	No
Bow Street	No	No
Bridgend	Yes	Yes
Brithdir	No	No
Cadoxton	No	No
Caerphilly	Yes	No
Caersws	No	No
Caldicot	No	No
Cardiff Bay	Yes	No
Cardiff Central	Yes	Yes
Cardiff Queen Street	Yes	Yes
Carmarthen	Yes	No
Cathays	Yes	Yes
Chepstow	No	No
Chester	Yes	Yes
Church Stretton	No	No
Cogan	No	No
Colwyn Bay	Yes	Yes
Coryton	No	No
Craven Arms	No	No
Crosskeys	No	No
Cwmbran	No	No
Danescourt	No	No
Dinas Powys	No	No
Dinas Rhondda	No	No
Dingle Road	No	No
Eastbrook	No	No

Appendix 2 (continued):

Station	Cash accepted	Ticket gate installed
Ebbw Vale Parkway	No	No
Ebbw Vale Town	No	No
Energlyn & Churchill Park	No	No
Fairwater	No	No
Fernhill	No	No
Fishguard & Goodwick	No	No
Flint	Yes	No
Frodsham	No	No
Garth	No	No
Gilfach Fargoed	No	No
Gowerton	No	No
Grangetown	No	No
Haverfordwest	No	No
Heath High Level	No	No
Heath Low Level	No	No
Helsby	No	No
Henffordd	Yes	Yes
Hengoed	No	No
Holyhead	No	No
Leominster	No	No
Lisvane & Thornhill	No	No
Llanbradach	No	No
Llandaf	Yes	No
Llandudno	No	No
Llandudno Junction	Yes	No
Llanelli	Yes	No
Llanharan	No	No
Llanhilleth	No	No
Llanishen	No	No
Llantwit Major	No	No
Llwynypia	No	No
Lydney	No	No
Maesteg	No	No
Maesteg Ewenny Road	No	No
Merthyr Tydfil	No	No
Merthyr Vale	No	No
Mountain Ash	No	No
Nantwich	No	No
Neath	Yes	Yes
Newbridge	Yes	No
Newport	Yes	Yes
Ninian Park	No	No
Pembroke Dock	No	No
Penarth	No	No
Pencoed	No	No
Pengam	No	No

Station	Cash accepted	Ticket gate installed
Penrhiwceiber	No	No
Pentre-bach	No	No
Pontlottyn	No	No
Pontyclun	No	No
Pontypool And New Inn	No	No
Pontypridd	Yes	Yes
Port Talbot Parkway	No	No
Porth	No	No
Prestatyn	Yes	No
Pye Corner	No	No
Quakers Yard	No	No
Radyr	No	No
Rhiwbina	No	No
Rhoose	No	No
Rhyl	Yes	Yes
Rhymney	No	No
Risca and Pontymister	No	No
Rogerstone	No	No
Runcorn East	No	No
Sarn	No	No
Severn Tunnel Jn	No	No
Shotton	Yes	No
Shrewsbury	Yes	Yes
Swansea	Yes	Yes
Taffs Well	No	No
Tenby	No	No
Tir-phil	No	No
Ton Pentre	No	No
Ton-du	No	No
Tonypandy	No	No
Trefforest	Yes	No
Trefforest Estate	No	No
Trehafod	No	No
Treherbert	No	No
Treorchy	No	No
Troed-y-rhiw	No	No
Ty Glas	No	No
Waun-gron Park	No	No
Welshpool	No	No
Wem	No	No
Whitchurch	No	No
Whitchurch	No	No
Wildmill	No	No
Wrexham Central	Yes	Yes
Wrexham General	Yes	No
Ynyswen	No	No
Ystrad Mynach	No	No
Ystrad Rhondda	No	No

Appendix 3: Other Train Operating Companies' details

Train Operating Company and phone number	Stations served by Transport for Wales
Great Western Railway 0345 700 0125	Cheltenham Gloucester
Merseyrail 0151 555 1111	Bidston Liverpool Parkway
Network Rail 03457 11 41 41	Birmingham New Street Manchester Piccadilly Liverpool Lime Street
Northern 0800 200 6060	Earlestown Manchester Road Oxford Newton le Willows Wilmslow
TransPennine Express 0345 600 1671	Manchester Airport
Avanti Trains 03331 031 031	Birmingham International Stockport Crewe Warrington Bank Quay Stafford Runcorn
West Midlands Railway 0333 311 0039	Albrighton Shifnal Billbrook Smethwick Galton Bridge Codsall Telford Central Cosford Wellington Wolverhampton Oakengates

