**Date issued:** 2nd of August 2023

**Freedom of Information Request** 154/23

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…**

1. **Why have TFW stopped providing cash vouchers which can be used at kiosks as part of the delay repay scheme?**
2. **Does TFW discriminate against minority groups? Eg. Those who do not have a bank account or who use cash through personal choice.**
3. **Why can’t passengers buy a drink on the train using cash?**

**RESPONSE**

Question 1

This was discontinued during COVID, but we did not bring it back as it caused significant issues when active.

Essentially, customers would require stations staff to give them cash for the cash vouchers. Sometimes the vouchers would be of quite high value.

This wasn’t too much of an issue at say Cardiff, but smaller stations would often not have enough cash to honour the vouchers, which would cause customer dissatisfaction. We put a cap in of £50 but even that meant that some smaller stations could not honour it.

The decision to end cash vouchers was a customer-focussed one, as we did not want to provide passengers with a voucher that could only be cashed at large stations.

Question 2

This information is not recorded.

Question 3

As part of our covid safe operations we removed cash transactions, in common with other train operators and a wide number of food retailers on the high street. We have not seen a demand from customers for cash transactions. Pre-Covid cash transactions had made a small part of our overall sales. Handling cash adds complexity and cost to our service. Like other rail operators our catering service remains card payment only.

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".