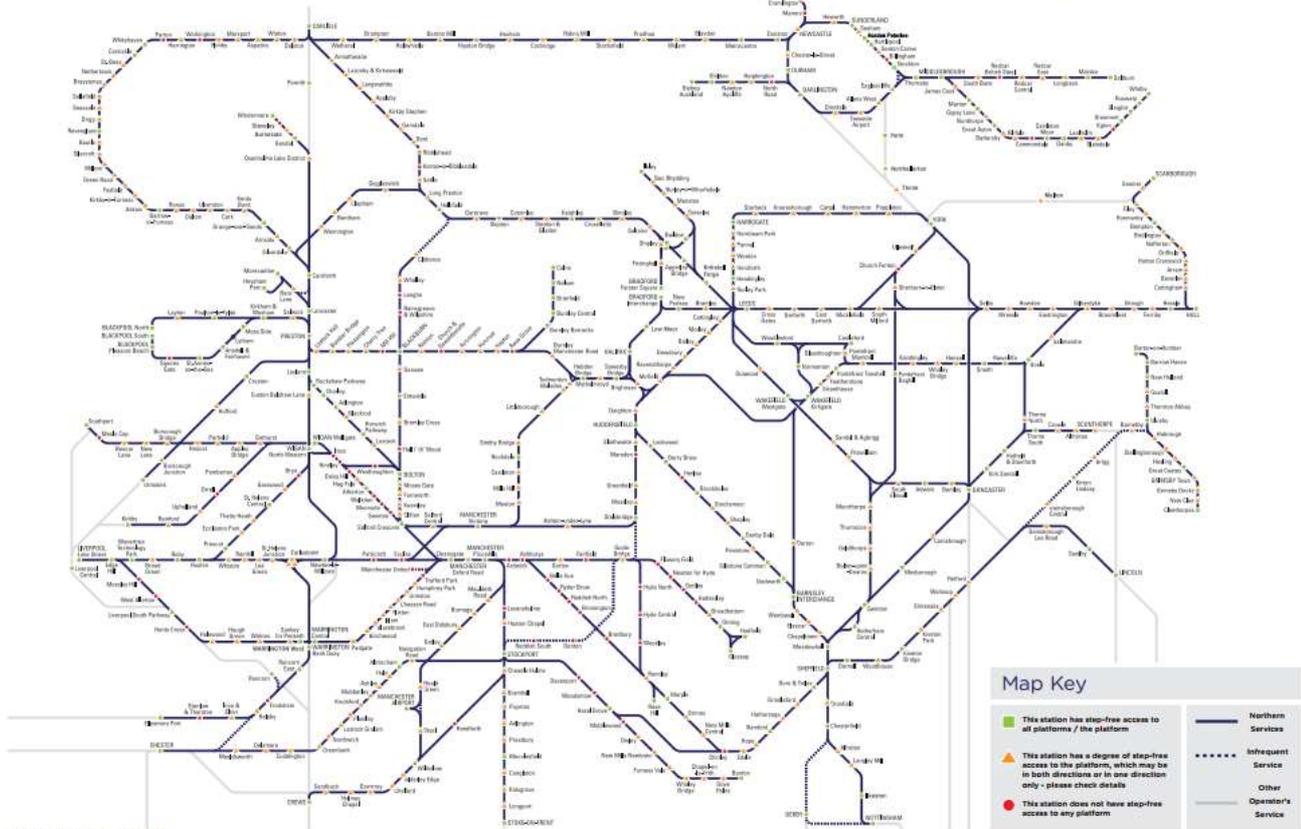


# Passenger's Charter

July 2020



# Step-free access network map



# Welcome

Welcome to the Northern network, run by DfT OLR Holdings Limited (DOHL).

At Northern we are passionate about making sure your journey with us is as good as it can be. Our Customer Promise sets out our commitment to you, our passenger, for the services we provide. We review our Customer Promise every year in consultation with Transport Focus, the independent transport user watchdog. You can download a copy of our Promise from our website, pick up a copy at staffed stations on our network, or contact our customer experience centre and they will send you one.



## Helping you plan your journey

### Our people

Our people are here to help you, at our stations, through our customer experience centre (**0800 200 6060**) and our passenger assist service (**0800 138 5560**). They can offer advice on all

aspects of your journey, starting with journey planning. Whether you are talking to us face-to-face or on the phone, we are here to provide you with the help you need to make sure your journey is as easy as possible.

### Our website and app

Our website and mobile app will help you find journey information and buy tickets online. You can find details on train services, station facilities and ticket office opening times. As well as being able to download timetables, route maps, check train times and buy tickets.

You can buy your tickets in advance and collect them from the station or print them at home, and you have the option of doing this when you buy online or through the app.

### Customers requiring extra help

We are making travel as easy as we can for everyone. Our Disabled People's Protection Policy (DPPP) "Making Rail Accessible", is available from our website or by calling the dedicated 24hr passenger

assist line, **0800 138 5560**. This sets out the arrangements for passengers requiring assistance.

If you have particular needs, we'll do what we can to meet them. The map at the back of this booklet shows all the stations which currently do not have steps. We provide a passenger assist service and we recommend you give 24hrs notice for us to arrange the assistance you need. However, we understand that this is not always possible and we promise that we will do all we can to help you travel. You can book passenger assist through the form on our website, by filling in a form at stations or by calling the passenger assist team on **0800 138 5560**. All of our trains carry wheelchair ramps and our staff are trained to use them.

There are a number of ways you can do this.

- speak to our staff - many of our stations are staffed throughout the day and our team would love to hear from you
- meet the manager - we have regular 'meet the manager' events, where you can meet the local management team. We will advertise events beforehand at stations and on our website

- join our volunteers who help us to improve our services
- our customer panel will be relaunched soon, please check our website where we will let you know how to get involved



## Our promise: Getting in touch & personal information

### You can contact us:

- Through our website, **www.northernrailway.co.uk**
- for enquiries, by emailing, **enquiries@northernrailway.co.uk**
- for complaints, by emailing, **complaints@northernrailway.co.uk**
- by calling our customer experience centre on **0800 200 6060**
- by calling our passenger assistance service on **0800 138 5560**
- on Twitter and Facebook, **@northernassist**

- through a member of staff at our stations
- on the train, or
- by writing to us at, Freepost, NORTHERN RAILWAY

We will always keep a record of your comments and suggestions. Each month we review them and report to our board on new trends and issues. We will also use your comments, issues and suggestions to improve our service.

If you ring our customer experience centre, we aim to answer all calls within 30 seconds but this can vary during busy periods. Our customer experience centre is staffed 24 hours a day on days when trains are running and the team can help with complaints, assistance bookings (if you need help during your journey) and general enquiries.

## Join in

This is your rail network - we want your ideas and for you to get involved with what we do. There are a We apply appropriate administrative, technical and organisational security measures to protect your personal

data that is under our control from unauthorised access, collection, use, disclosure, copying, modification or disposal. All information you provide to us is stored on secure servers. We are part of the DOHL Group, which trains its employees regarding our data privacy policies and procedures and permit authorised employees to access personal data on a need to know basis, as required for their role. We also take steps to ensure that any service provider that we engage to process personal data on our behalf takes appropriate technical and organisational measures to safeguard such personal data.



## Our promise: buying your ticket

We will make it easier for you to buy the right ticket for your journey by:

- managing stations with ticket offices
- providing a website and app that are easy to use
- installing ticket machines at nearly every station by April 2021

If you think you have got the wrong ticket, please ask any of our staff, who will be happy to check your ticket, or ring our customer experience centre on **0800 200 6060**.

## Getting help

Staff will be available at many stations (particularly busy ones). Where there are no staff there may be a help point, or you can call our customer experience centre. There are also staff on trains who are there to help you.

## National Rail Conditions of Travel

These conditions set out the legal agreement that you enter into with us when you buy a rail ticket. Where there are facilities available to buy a ticket you must have a ticket, or other authority to travel, which is valid for the train (or trains) you use.

If you would like to see the National Rail Conditions of Travel you can ask to see a copy at manned stations, or you can download the details from National Rail Enquiries at **[www.nationalrail.co.uk](http://www.nationalrail.co.uk)**.

## Travelling without a valid ticket

You must buy your ticket before you board the train, if there is a ticket office or a machine to do so. If there is no ticket office, or ticket machine at the station, you can buy your ticket on the train at no extra cost. If the ticket machine at the station is card only and you wish to use cash, then you should obtain a promise to pay ticket from the machine and pay at the first available opportunity.

If you travel without a valid ticket, we operate a penalty fares scheme and may charge you £20 or twice the single fare for the journey you are making.

If you often don't pay your fare, or any penalty fare we may issue to you, watch out – we can prosecute you. Our full Revenue Protection Policy is available on our website at:

**[www.northernrailway.co.uk/legal/penalty-fares](http://www.northernrailway.co.uk/legal/penalty-fares)**.

## Season Tickets

If you make the same journey regularly, a Season Ticket could save you money.

- annual Season Tickets give you 52 weeks' travel for the price of 40 weeks
- monthly Season Tickets are cheaper than four separate weekly Season Tickets and are valid for the full calendar month from the date of purchase
- Weekly Season Tickets are valid for seven days
- From March 2019 we also will be issuing Season Tickets at our ticket machines on stations. You can also buy Season Tickets for more than one month and less than 52 weeks, and they can be purchased from ticket offices at stations or through our website.

You will need a photo-card to buy a Season Ticket. Customers using a Northern Smartcard to purchase Season Tickets will be able to renew these tickets online or through our Ticket Vending Machines, as well as via our ticket offices.

## Season Ticket refunds

If you no longer need your Season Ticket and want to apply for a refund, please either return it to the ticket office you bought it from or return it to our customer experience centre. We'll post your refund to you as soon as we can but definitely within two weeks. The amount of your refund will be based on the difference between the price you originally paid for the Season Ticket and the cost of buying a Season Ticket for the period up to the date that you returned the ticket to us. So you might find that you get a smaller refund than you were expecting or perhaps even nothing at all if your Season Ticket was soon going to run out.

## Changing your Season Ticket when you move home or change job

If you move home or change your job, you may apply to exchange your Season Ticket for your new journey. Your replacement ticket will have the same expiry date.

You can do this as long as the ticket was valid for at least one month

and you have at least seven days remaining on the Season Ticket. You can apply at any of our ticket offices for this a few days before the date of the change. Any extra charge or refund will be based on the price when you bought the original Season Ticket. We do not charge an administration fee.

## **Lost or stolen Season Tickets**

If you lose your Season Ticket or it is stolen, you will need to immediately report this to our customer experience centre. If you think your Season Ticket was stolen, you should also report this to the police. If you can't get your ticket back and the original was for one month or longer, you can apply for a duplicate Season Ticket, although we may charge you a £10 administration fee for this.

## **Duplicate Season Tickets**

If you lose or mislay your duplicate Season Ticket or it is stolen, we will issue further duplicate Season Tickets on the same basis as your first duplicate Season Ticket. However, we may ask you to attend a meeting with

us to explain the circumstances in which your duplicate Season Ticket (or tickets) was lost. Train companies have agreed a Code of Practice for these meetings and you can find a copy of this on the National Rail website ([www.nationalrail.co.uk/tickets](http://www.nationalrail.co.uk/tickets)) and train company websites.

We will refund the cost of tickets you have to buy while waiting for your duplicate Season Ticket to arrive as long as you send them to us within 28 days of them being out of date. We will not charge you an administration fee for this. We do not issue duplicates for weekly Season Tickets.

These tickets let passengers travel on different types of transport including rail, bus and metro services. At Northern we are committed to help passengers use these money-saving tickets wherever possible across our network. The terms and conditions associated with these other products are set by the product providers, and are available on their websites, details of which are given at the end of this document.



## **Our promise: giving you information**

### **Damaged or faulty Season Tickets**

If your Season Ticket is damaged, cannot be read or won't work in the ticket gates, we will replace it free of charge at any of our ticket offices.

### **Forgotten your Season Ticket?**

If you do not have your ticket and photo-card with you when you travel you must buy a ticket for the journey. However, we will refund the ticket the first two times you forget - as long as you send us the ticket within 28 days of your journey. The second time, we will charge you an administration fee of £10.

### **Photo-cards for Season Tickets and railcards**

You will need a photo-card to buy a Season Ticket. To get your free photo-card you will need to give us a recent, passport-sized photograph. Each photo-card has a unique number, which will also be printed on

your Season Ticket. Your Season Ticket is not valid without the photo-card.

If you lose your photo-card or it is stolen, we can issue you with another one, but you will need another passport-sized photograph for this.

### **Other modes of transport**

You can use Rover and Ranger tickets on the Northern rail network. We also accept certain types of multi-modal tickets including:

- MCard in West Yorkshire
- Travelmaster in South Yorkshire
- System One in Greater Manchester
- Network One in Tyne and Wear
- Trio, Saveway and Walrus tickets on Merseyside.

The best way to find out the most up-to-date information about our service is to download our app. There are also other ways you can find out what's happening. These include:

- asking our staff at stations or on trains
- customer information screens where available at stations and on trains

- PA announcements at station and on trains
- Help points at stations
- Calling our customer experience centre
- signing up for Twitter or ‘friend’ us on Facebook, or
- taking a look at our website

Our timetable will be available online, through our app and at each of our staffed stations. It will also be displayed as a poster at every station. Whenever there is a timetable change, we will publish the new timetable at least four weeks before it starts.

## **When there are planned engineering works**

To keep our train service running, Network Rail, the Government owner of the national rail network, has to upgrade and maintain tracks, signals, stations and cables. This is known as ‘planned engineering works’, and often means we cannot run our regular timetable. The knock-on effect is that journey times are often longer, or trains are diverted. We try hard to keep you on trains whenever we can, but sometimes we have no option except to use rail replacement buses.



## **Our promise: if you are delayed**

### **We’ll tell you what is happening**

We try to do everything we can to avoid them, but sometimes delays or cancellations will happen. We promise that if you are delayed we will give you as much information as we can about what is happening.

### **We’ll get you there**

If you have a valid ticket and you are delayed, we will get you to the destination on your ticket (or a reasonable alternative station). We might not be able to do this by train, which is why we have contracts with bus companies and taxi firms. In the unlikely event that we cannot get you to your destination, we will provide overnight accommodation.

All our staff have phones – so you will be able to let your family or friends know where you are if you need to.

## We'll compensate you fairly

You can claim Delay Repay if delays or cancellations result in you getting to your destination 15 or more minutes later than scheduled (table located at the back of Passenger Charter).

Compensation can be paid directly into your bank account by bank transfer and through a credit or debit card refund. For delays over 30 minutes we can provide a free ticket across our network, to use when you choose, or we can provide National Rail Vouchers which you can use to buy any rail ticket.

You can choose the method of payment you prefer when making a claim online or through one of our Delay Repay claims forms available at all manned stations. Remember to keep hold of your ticket as evidence of your journey for your claim. If you get off at a station with automatic ticket gates please just show your ticket to the staff.

If we have published an alternative timetable for the journey you made, we will compensate you based on that. An alternative timetable means a new timetable which we upload to industry systems before 10pm on the day before you travel.

The easiest way to make your claim is through our website ([www.northernrailway.co.uk](http://www.northernrailway.co.uk)) where you can upload a scan of your ticket or send us a photo of it. You can also send us your ticket and Delay Repay form by post or email. Forms are available at staffed stations.

For Delay Repay claims, you will need to make your claim within 28 days of the affected journey and we will make sure that, if your claim is accepted, you will receive your compensation within 20 working days.

Please remember if you are delayed: we'll tell you what is happening, we'll get you there and we'll compensate you fairly.

## Poor peak performance

If there is an ongoing period of poor performance at peak travel times (this is sometimes referred to as sustained poor peak performance), we will consider giving Season Ticket holders more compensation than that set out above. When we do this, we will consult Transport Focus.

## Making it easier to claim

We will make it easy for you to claim. You can get forms at any of our manned stations or download them from our website (follow the 'Delay Repay' link from our home page).

If one of our trains is delayed by 15 minutes or more, our on-board staff and station staff will help you with information about the Delay Repay compensation scheme.

We will also make announcements on the delayed train and through station information screens as well as on our website, encouraging you to make a claim.

If you have a weekly Season Ticket, please attach it to the form once it has expired. If your Season Ticket is for a month or longer, please photocopy it and attach that to the form instead.

A simplified claims process is available for Season Ticket holders who have saved their Ticket details and favourite journeys to their online Delay Repay account: <http://www.northernrailway.co.uk/on-e-click-compensation>

If you've been delayed and you get off at a station with automatic ticket gates, please just show your ticket to the staff and hold on to it so you can make your claim.

## **Automated Delay Repay**

If you buy an Advance Ticket and your journey is delayed, we will automatically compensate you and you will not have to fill in a form. We can only do this if you have registered your details and bought your ticket through our website or app.

We will extend Automated Delay Repay to customers who buy Season Tickets through our website and register their details. If you are a Season Ticket holder, you will also need to give details of your outward and return journey. If those journeys are delayed by 15 minutes or more, we will automatically compensate you.

## **If you decide not to travel**

If you decide not to use a ticket you have bought, you can apply for a refund within 28 days of the expiry date on the ticket. We usually charge a £10 administration fee, unless it was our fault that you decided not to travel.

If you chose not to travel because the train you intended to use was delayed or cancelled, or there was not room

for your bicycle, you can return the ticket to us for a full refund (you will not have to pay an administration fee). This also applies to tickets where the passengers abandons the journey due to disruption and returns to the starting point. This applies to all ticket types, including Advance, which are otherwise not refundable.

## **Rail replacement services**

If part of your journey is scheduled to take place using a rail replacement service and we have advertised this in advance we will offer you compensation in line with our Delay Repay policy for any delay to the advertised journey time when you are travelling using these services.

Where a rail replacement service is provided without prior advertising passengers are entitled to receive Delay Repay compensation if you get to your destination 15 or more minutes late compared to the timetabled rail service.

## **Multi-modal travel**

We are currently not in a position to offer Delay Repay compensation

for multi-modal travel as we do not control the terms and conditions of these tickets. We have been in discussions with our client, Rail North Partnership, and they are committed to providing a seamless travel experience to all passengers between different types of transport and different operators; we will be working closely with them to achieve this.

## Your other legal rights

Our Delay Repay scheme does not affect or limit any rights you have as a consumer under, for example, The Consumer Rights Act 2015, to a different level of compensation, including consequential loss, where Northern is at fault.

If you believe that it does apply to your journey please contact our customer experience centre on **0800 200 6060**. We always consider each claim made to us on its individual merits.



## Our promise: making travel accessible

We are making travel as easy as we can for everyone. Our Disabled People's Protection Policy (DPPP) "Making Rail Accessible", is available from our website or by calling the dedicated 24hr passenger assist line, **0800 138 5560**. This sets out all the arrangements for assistance.

If you have particular needs, we'll do what we can to meet them. The map at the back of this booklet shows all the stations which currently do not have steps. We provide a passenger assist service and we recommend you give 24hrs notice for us to arrange the assistance you need. However, we understand this is not always possible and we promise that we will do all we can to help you travel.

You can book passenger assist through the form on our website, by filling in a form at stations or by calling the passenger assist team on 0800 138 5560. All of our trains carry wheelchair ramps and our staff are trained to use them.

We will consider appropriate compensation if you book assistance in advance for travel on Northern services and for Northern stations, and this assistance is not provided.

## Mobility Scooters

Full details of our mobility scooter policy is available in our Disabled People's Protection Policy, which is available from our website or by calling the dedicated 24hr passenger assist line, **0800 138 5560**.

## Blue Assist

If you have specific needs but you either cannot or don't want to have to talk about them, we have a scheme that can help you: Blue Assist.

Blue Assist is a system designed to help anyone who has difficulty communicating to find a way for

asking for help. Blue Assist cards and free phone app can be used to do the talking if you find it hard. You will find more information on the following website: [www.blueassistuk.org.uk](http://www.blueassistuk.org.uk).

## Taking your bicycle

We welcome you and your bicycle to our services. You can take your bicycle free of charge on any of our services, but space is limited. Most trains have enough room for a maximum of two bicycles. Bicycle spaces cannot be reserved and space is allocated on a first come, first served basis. We only allow one bicycle per person.

Trains cannot carry motorised cycles, tandems, tricycles or trailers. Cycle racks are available at many of our stations. A document similar to this one was published in July 2017 called our 'Cycling Promise' which set out exactly how we help you to bring your bicycle on a Northern train. Our Cycling Promise forms part of the Rail Cycle Forum meetings.

## Lost property

If you lose something on-board or at one of our stations, we will do our best to return it to you. Please let a member of staff or our customer experience centre know as soon as possible.



## Our promise: on the train

### Keeping you safe

We have introduced Travel Safe Officers on our routes and may introduce more if necessary. They will be on-board trains and will particularly target late-night services.

Some of our services already have CCTV onboard and we will be adding to these. All of our services will have CCTV by September 2021.

### Welcome to WiFi

Some of our services already have WiFi onboard and we will be adding to these. All of our services will have free WiFi by September 2021.



## Our promise: making it better

### Smoking

Smoking is not allowed in any part of any station or train, including open platforms, toilets and immediately outside station entrances and exits.

This includes e-cigarettes. We will:

- try to contact the owner if they can be identified
- give a receipt to the person who handed the item in, if they ask for it, or
- keep the item for three months, unless it is perishable (for example, food)

We really hope you will not have any reason to complain when you are travelling with us. However, if you do, please speak to someone on the train or the station and they will try to sort out the problem right there.

If you would rather, you can ring our customer experience centre on 0800

200 6060, or email us at [complaints@northernrailway.co.uk](mailto:complaints@northernrailway.co.uk).

Our full complaints handling procedure is available on the website, ([www.northernrailway.co.uk](http://www.northernrailway.co.uk)), from staffed stations or from the customer experience centre.

We report on our complaints statistics in our Customer Report which is published twice a year. You can always find out how we are doing by checking our website for the latest copy of the report. We will acknowledge all comments and feedback within one working day and aim to provide a full answer within 20 working days. If your complaint is complicated and we are not able to provide a full answer within this time, we will let you know when we expect to be able to update you.

## Cleaning

We have a programme of cleaning at our stations and on our trains. All of our stations and trains are cleaned regularly – many every day. We measure our standards and report to the Department for Transport and Rail

North Partnership. We also publish our progress twice a year in our Customer Report and make the statistics available on our website.



## Our promise: if you have a complaint

We really hope you will not have any reason to complain when you are travelling with us. However, if you do, please speak to someone on the train or the station and they will try to sort out the problem right there.

If you would rather, you can ring our customer experience centre on **0800 200 6060**, or email us at **[complaints@northernrailway.co.uk](mailto:complaints@northernrailway.co.uk)**.

Our full complaints handling procedure is available on the website, ([www.northernrailway.co.uk](http://www.northernrailway.co.uk)), from staffed stations or from the customer experience centre.

We report on our complaints statistics in our Customer Report which is published twice a year. You can always find out how we are doing by checking our website for the latest copy of the report.

We will acknowledge all comments and feedback within one working day and aim to provide a full answer within 20 working days. If your complaint is complicated and we are not able to provide a full answer within this time, we will let you know when we expect to be able to update you.

We take your comments seriously, so when you make a comment or a complaint we will investigate it thoroughly and give you an explanation, regardless of whether we, our contractors, our suppliers or even another train operator was responsible.

## **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 disputes 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'); or
- we haven't resolved your complaint within 40 working days of receiving it; and they will independently review your complaint and where appropriate, follow things up on your behalf.

# Delay Repay

Length of delay	Compensation if you have a single ticket	Compensation if you have a return ticket	Compensation if you have a season ticket
15 to 29 minutes	25% of your ticket cost	12.5% of your ticket cost	25% cost of one Journey
30 to 59 minutes	50% of your ticket cost (or 1 complementary single ticket)	25% of your ticket cost (or 1 complementary single ticket)	50% cost of one journey (or 1 complementary single ticket)
60 to 119 minutes	100% of your ticket cost (or 1 complementary return ticket)	50% of your ticket cost (or 1 complementary return ticket)	100% cost of one journey (or 1 complementary return ticket)
120 minutes or longer	100% of your ticket cost (or 2 complementary return tickets)	100% of your ticket cost (or 2 complementary return tickets)	100% cost of one journey (or 2 complementary return tickets)

For Season Ticket holders, we will use the duration of your season ticket to work out your refund for a single journey. The calculations are based on the number of journeys you would make going to and from your destination in the working week – 10 a week for weekly Season Tickets, 40 a month for monthly Season Tickets and 464 a year for annual Season Tickets. This means a single journey is calculated at: 1/10 of a weekly ticket, 1/140<sup>th</sup> of a monthly ticket and 1/464<sup>th</sup> of an annual ticket.

# Contact Details

## Northern

Our website

[www.northernrailway.co.uk](http://www.northernrailway.co.uk)

App download

[www.northernrailway.co.uk/app](http://www.northernrailway.co.uk/app)

Our email

[complaints@northernrailway.co.uk](mailto:complaints@northernrailway.co.uk)

[enquiries@northernrailway.co.uk](mailto:enquiries@northernrailway.co.uk) Our

Twitter feed

[twitter.com/northernassist](https://twitter.com/northernassist),

[@northernassist](https://twitter.com/northernassist)

Our Facebook account

[www.facebook.com/northernassist/](https://www.facebook.com/northernassist/)

Passenger Delay Repay applications by post

**Freepost RTYY-TEAK-JGBH**

**Freepost Delay Repay**

**Northern Railway, James Chalmers**

**Road**

**ARBROATH**

**DD11 3RQ**

Passenger complaints and enquires by post

**Freepost**

**Northern Railway**

Customer experience centre **0800 200 6060**

Passenger assist service **0800 138 5560**

## Rail Ombudsman

Telephone: **0330 094 0362**

Textphone: **0330 094 0363**

Email: [info@railombudsman.org](mailto:info@railombudsman.org)

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

By Post: **FREEPOST – RAIL**

## OMBUDSMAN

The Ombudsman contact centre team is available:

Monday to Friday - 08:00 to 20:00

Saturday and Bank Holidays - 08:00

- 13:00 (excluding Christmas Day

## Multi-modal ticket companies

There are five ticketing companies offering multi-modal tickets on the Northern rail network.

Their websites are listed below:

MCard in West Yorkshire

[www.m-card.co.uk](http://www.m-card.co.uk)

Travelmaster in South Yorkshire

[www.sytravelmaster.com](http://www.sytravelmaster.com)

System One in Greater Manchester

[www.systemonetravelcards.co.uk](http://www.systemonetravelcards.co.uk)

Network One Tyne and Wear

<https://networkonetickets.co.uk>

Trio, Saveway and Walrus, Merseyside

[www.merseytravel.gov.uk](http://www.merseytravel.gov.uk)

