

# Dealing with delays

How are we doing with our  
Customer Information Pledges?

AVANTI  
WEST COAST



Completed
  Yet to be completed
  Working with the industry to clarify requirements

	Pledge	Guidance	Customer Summary	How do you deliver this pledge?
In addition to the individual pledges, we commit to:	A1	...measuring and publishing how well we deliver against these pledges.	<p>Tracking will take place using the InfoTracker Survey.</p> <p>CIG will monitor and recommend actions for improvements</p>	<p>We publish our Customer Report for an overview of our plans and performance <a href="https://www.avantiwestcoast.co.uk/about-us/policies-and-procedures/customer-report">https://www.avantiwestcoast.co.uk/about-us/policies-and-procedures/customer-report</a></p>
	A2	...review these pledges regularly to make sure that they continue to deliver what we intended them to.	<p>Review is managed by CIG with TOC support.</p> <p>The pledges will be subject to an annual review by CIG. Opportunities to discuss changes to the minimum requirements may be made at any time throughout the year at CIG.</p> <p>The process for reviewing or amending the pledges can be found in appendix A of this document</p>	<p>We commit to reviewing these pledges in light of industry developments and changing customer requirements at least annually.</p>
	A3	...providing an area on every train company, the National Rail and Network Rail's website dedicated to sharing how we manage service disruption.	<p>For ease of use all websites should provide a page at the same URL <a href="http://toc.co.uk/pledges">toc.co.uk/pledges</a></p>	<p>Details can be found at <a href="https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays">https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays</a> and via short link <a href="https://www.avantiwestcoast.co.uk/pledges">https://www.avantiwestcoast.co.uk/pledges</a></p>
Always improving...	B1	<p>We're always looking to do things better - and we want to keep improving your experience. You can find a summary of what we do and our plans for the future on your train company's website, along with the websites of National Rail Enquiries (<a href="http://nationalrail.co.uk">nationalrail.co.uk</a>) and Network Rail (<a href="http://networkrail.co.uk">networkrail.co.uk</a>).</p>	<p>For ease of use all websites should provide a page at <a href="http://toc.co.uk/pledges">toc.co.uk/pledges</a></p> <p>This page should contain:</p> <ul style="list-style-type: none"> <li>• a link to the national pledges page on RDG (or NRE if that is where the master document will be held)</li> <li>• Information to highlight/showcase specific initiatives in this area to complement the national pledge.</li> </ul>	<p>During 2023 we will:</p> <ul style="list-style-type: none"> <li>- Introduce a new role of 'Real Time Information Manager' to lead, develop and coach our Information Controllers and continue to upskill them as information professionals</li> <li>- Improve our customer information offering through our Customer App and match the functional abilities to that of our website offers</li> <li>- Continue the roll out of passenger information screens as part of our Class 390 Pendolino refurbishment programme.</li> </ul>

If you share your information, we pledge:	C1	<p>...to make it clear how we will use your information,</p> <p>...not use the information for anything other than you agree to,</p> <p>...to stop using your information if you tell us, at any time.</p>	Each dedicated TOC pledges page needs to contain this informatio		<p>Privacy policy can be found at <a href="https://www.avantiwestcoast.co.uk/about-us/policies-and-procedures/privacy-policy">https://www.avantiwestcoast.co.uk/about-us/policies-and-procedures/privacy-policy</a></p>
To help you plan your journey, working with rail industry partners and retailers, we will:	D1	...publish the changes in our journey planners as soon as possible - we aim to do this no later than 12 weeks in advance for planned works.	<p>Train services – including rail replacement, diversions and amended timetables – should be advertised 12 weeks in advance.</p> <p>If this is not possible, TOCs should let customers know when they will be advertising their service.</p>		<p><u>We aim to publish this 12 weeks prior to the travel date and are working with our industry partners to achieve this. Where we are outside of this we provide comprehensive details of timetables, booking and advanced purchase availability at <a href="https://www.avantiwestcoast.co.uk/travel-information/plan-your-journey/timetables">https://www.avantiwestcoast.co.uk/travel-information/plan-your-journey/timetables</a>.</u></p>
	D2	...tell you in our journey planners if we haven't yet confirmed the timetable and our normal timetable is still being shown.	Where times are not confirmed and the times shown are therefore unreliable this should be indicated in journey planners.		We have identified a technical gap on this and are working with our third party providers to close this gap.

<p>To help you plan your journey, working with rail industry partners and retailers, we will:</p>	D3	<p>...widely communicate details of upcoming changes to train times, so you know to re-check before you travel.</p>	<p>The online engineering work calendar should include an outline of major planned works e.g. blockades at twelve weeks ahead (in line with D1), even if full details of the change are not yet known.</p> <ul style="list-style-type: none"> <li>• Where major engineering work will affect weekday train running for an extended period (more than one day), information should be made available at stations at least four weeks in advance</li> <li>• For timetable changes due to planned engineering works, posters will display details of alternative train or replacement bus services at least five days in advance</li> <li>• For the main timetable changes (not engineering work) information shall be displayed at stations to advise passengers of all significant alterations to railway passenger services calling at that Station, no later than four weeks in advance of the date on which the alterations come into effect</li> <li>• Relevant websites to provide a page at /engineering which links to the engineering work calendar, e.g. nationalrail.co.uk/engineering</li> </ul>	<p>We have an established process for timetable changes including a summary of the high level train plan, first and last train times for key routes and enhanced awareness where there is a change in under seven days.</p> <p><u>Engineering work details can be found at <a href="https://www.avantiwestcoast.co.uk/engineering">https://www.avantiwestcoast.co.uk/engineering</a></u></p>
	D4	<p>...provide a list of dates that are currently available for booking our Advance tickets on our website, so you don't need to worry that you'll miss out on any cheaper tickets that might become available.</p>	<p>information may be given on the TOC website or by providing a link to the advance ticket availability page on NRE.</p> <p>Ticket engines should not say "sold out" when tickets have not gone on sale</p>	<p><u>Where there is less than the prescribed industry notice period we provide and maintain a detailed list of availability at <a href="https://www.avantiwestcoast.co.uk/travel-information/plan-your-journey/timetables">https://www.avantiwestcoast.co.uk/travel-information/plan-your-journey/timetables</a></u></p>

To help you plan your journey, working with rail industry partners and retailers, we will:

D5	...let you know when planning your journey if, for any part of your journey, you need to travel on a mode of transport where you would normally expect it to be a train.	Where changes to train times mean that a journey leg will need to be completed by bus this  should be indicated to the passenger within journey planners		This is detailed within our journey planner denoting pre planned rail replacement
D6	...run trains and road transport that is accessible for everyone. If this isn't possible, we will tell you and offer to arrange an alternative if you get in touch with us.	Where non-accessible vehicles are being used this needs to be communicated to passengers, both in the planning process and at stations		We aim to recruit fully accessible rail replacement coaches on every service and regularly review our compliance statistics. Where this isn't possible due to market supply we will ensure there are alternative arrangements suitable for customers.
D7	...ensure replacement buses display their destination and depart from an identified departure point which will be clearly shown.	Buses should display clear information detailing their destination and where possible the route/calling pattern and/or TOC name/logo		We plan to show this for all planned rail replacement, supplemented by support on the ground at key locations during major rail replacement requirements.
D8	...share information about the facilities that are available at the stations you'll be using and highlight where there are any issues.	Station information on websites should be consistent with NRE Knowledgebase.  Temporary reductions to accessible facilities must be communicated on the TOC website, on NRE (station pages) and must set out a timescale for the restoration of normal facilities		We regularly review our station information and ensure the industries knowledgebase is maintained. We will communicate any on the day changes to ticket buying facilities, lift availability, lighting availability, platform or station closures and car parking availability via our JourneyCheck system and as a station alert via National Rail Enquiries.

<p>To help you plan your journey, working with rail industry partners and retailers, we will:</p>	<p>D9</p>	<p>... Offer you the option to be notified if your train times have changed after you bought your ticket</p>	<p>Customers should have the ability to be notified of changes to their booked service, if they have purchased their ticket online</p>		<p>We launched the Timetable Comparator tool on 23 January 2023. This compares timetable versions received from Network Rail to identify differences on services which customers were booked via a link to our salesforce platform. After this date customers with a reservation booked through avantiwestcoast.co.uk or the AWC app, will receive an email notification of changes to a service they are reserved on. This includes where there is an amended timetable, a cancellation, amended calling patterns and significant time changes more than 48 hours prior to travel. This is an automated solution that does not require further customer action and is driven by seat reservation to know which service a customer is intending to travel. It also includes tickets booked for non-Avanti services where they provide a reservation.</p>
<p>We pledge that our team members will:</p>	<p>E1</p>	<p>...be happy to help and be visible so you know where to find them.</p>	<p>We're ensuring that our people are available with the right tools and information to answer questions to customers when it is going well and when it is not.</p>		<p>Our people are encouraged to be visible to support customers.</p>
	<p>E2</p>	<p>...be the eyes and ears to help things run smoothly on the network - they will listen to any feedback you give and make sure that it is recorded to help make things better in the future.</p>	<p>All team members who are frontline to the customer should know and understand where to share customer feedback, and who to share it with.</p>		<p>Our people are encouraged to feedback to central teams as part of incident reviews and a continuous improvement culture.</p>
	<p>E3</p>	<p>...know what they need to do to resolve or report a problem.</p>	<p>All team members who are frontline to the customer should know how to report faults and problems with the facilities around them.</p> <p>Processes in place to allow notification/correction of CIS errors and any change in station facilities, especially where it affects accessibility e.g. toilets and lifts</p>		<p>Our people are encouraged to resolve in the moment issues for customers wherever possible. We are currently refreshing our Staff Apps to ensure the workflows of the information reported are received by the right people to action them promptly, this includes onboard and stations colleagues.</p>

We pledge that our team members will:	E4	...know what to do to help you when you travel with us.	<p>All team members should have the required training to interpret and deliver great customer information.</p> <p>They should also be able to show customers the relevant and supported information apps when customers enquire.</p>		Our people are encouraged to resolve in the moment issues for customers wherever possible.
	E5	...have access to technology (such as a mobile device) to enable them to get helpful information and share it with you.	Continually review the apps & devices made available to staff to ensure that they're fit for purpose (i.e. does the device have the right functionality and right level of mobile coverage for the location that the staff member works in?) for providing customers with accurate information.		All of our people have access to a smart device and all devices are licenced with appropriate software to
	E6	...be available at our staffed stations to give you information. At unstaffed stations, or if no staff are present, there will be a way of getting in touch with us and we will tell you about these on notices around the station.	<p>Where spoken information is not provided via a public address system at a station, operating rules shall be implemented to ensure the provision of an alternative information system, whereby passengers are able to acquire the same information audibly at the station (e.g. a staffed or automated telephone information service).</p> <p>Our stations have help points and/or staff, able to provide up-to-the-minute train information.</p> <p>Where staff are not always available to give information, clearly marked help points should be positioned at key locations, such as on main platforms or concourses, so that passengers can talk to enquiry offices or other points of assistance.</p>		All of our managed stations are staffed at times trains are planned to operate. At other stations you can speak to a member of staff, or get in touch via Helpoints or on Social Media.

When you're at a station, we will:	F1	...give you as much notice as possible about the platform your train will depart from. When we can't confirm the platform or there is a change to the platform, we will tell you as soon as we know.	<p>Announcements should be given early enough to allow sufficient time for people to act on them without having to rush.</p> <p>Clear announcements of departures, giving information about time, platform and destination, should be given as they are particularly valuable for blind and partially sighted passengers, and are a reassurance to all.</p> <p>Announcements should be given early enough to allow sufficient time for people to act on them without having to rush.</p> <p>Where possible, TOCs should let customers know where on the platform they need to stand for their reserved seat and if the reservation system is not working.</p>		<p>This is our standard operating procedure and we work closely with the system operator to achieve this. For example at Crewe, where a significant number of customers interchange we have worked with the Network Rail signalling team to understand the impact of late notice changes and introduced software to provide more notice of changes.</p>
	F2	...keep you up-to-date on the status of your train.	<p>Our stations have real-time customer information systems that give up-to-date, information about departures and arrivals with details of any delays or disruptions. Our stations have help points and/or staff, able to provide up-to-the-minute train information.</p> <p>So that customers have visibility of information sources to help them avoid the problem in the first place, the industry should promote the services that are currently available for customers to check for delays before they travel – for example realtime journey alerts.</p>		



When you're at a station, we will:	F3	...keep announcements to a minimum, so you can easily pick out important information.	Priority should be given to the normal train announcements covering any variations from the normal timetable (emergencies, revised platforms, cancellations or late running).		We have reviewed our ongoing announcements and mandated ones to reduce frequency. We are also truncating some messages so they are more succinct and encouraging our people who make manual announcements to do the same as well as avoiding repeating automated announcements.
	F4	...let you know if you need to travel in a particular part of the train for your journey - such as if you are travelling to a station which has a platform shorter than the length of the train or if your train splits during the journey.	<p>This should be both visual and audible using the CIS/PA.</p> <p>Let customers know where on the platform they need to stand to make their journey, taking into account seat reservations, class of ticket, trains that divide en route and stations that have short platforms.</p>		We provide short platform information at our managed stations. Where services are operated by Super Voyager trains in multiple these services show the correct portion working and we manage reservations accordingly. Where Pendolino trains call at a short platform suitable audible and visual information is shown in relevant coaches.
When you're on a train, we will:	G1	..tell you as soon as we're aware that your train may be disrupted.	<p>Where practicable, information about any disruption should be sent to the train, either to the driver or directly to the customers on the train, using technology such as GSM-R.</p> <p>In the event of disruption, announcements will be made as soon as possible. So that customers have visibility of information sources, to help them avoid the problem in the first place, the industry should promote the services that are currently available for customers to check for delays before they travel – for example realtime journey alerts</p>		Where there is a known amendment to a service we will update the Darwin system as soon as possible including a reason. In the event that many services become affected in a short period of time we prioritise these in time order. We review our processes to ensure that the potential of reinstatement is balanced against proactive notification.

When you're on a train, we will:	G2	...let you know about the stations the train will stop at and let you know we are approaching the next station, to give you time to get ready to leave the train.	<p>Operators should ensure that the PIS is up to date at the start of every journey and where practical, updated along the route.</p> <p>Train departures and arrivals information: this must include a commitment to providing, wherever possible, clear and consistent verbal and visual information: both at the platform and on the approach to stations.</p> <p>The next stop of the train shall be displayed at least two minutes before arrival at the station concerned. If the next station is less than two minutes planned journey time away, the next station shall be displayed immediately following departure from the previous station.</p>		Our trains display this information and this will be supplemented by automated or manual announcements.
	G3	...let you know the destination of the train (on the front and/or side of the train) and the stations the train will call at (on internal displays, where fitted).	Operators should ensure that the PIS is up to date at the start of every journey and where practical, updated along the route.		Our trains, and all of the stations we call at display this information and this will be supplemented by automated or manual announcements. Our Train Management system can be manually updated by the Train Manager onboard to ensure information quality.

When you're on a train, we will:	G4	...make an announcement if the train stops unexpectedly between stations or will be late departing a station, so you know what is happening.	Announcements shall be made within 2 minutes when the train comes to a stop between stations		Our Train Managers are encouraged to make such an announcement.
	G5	...make an announcement when the train will be stopping at additional stations.	Announcements should always be consistent with the PIS. Customers rely on the on train information to reassure them throughout their journey. This includes the stopping pattern of the train and whether they are in the right carriage of the train.		Our Train Managers are encouraged to make such an announcement.  Avanti West Coast also calls at some stations to pick up or set down customers only. For example at Watford Junction Avanti West Coast calls to pick up customers in the Northbound direction and to set down customers in the Southbound direction. To avoid customers unintentionally boarding for a journey where their ticket would not be valid we only announce and display information for valid journeys for the benefit of customers - this however could be at odds with G4. We continue to keep this under review for the optimum solution.
	G6	...let you know, where we can, of any disruption on other routes that your train connects with, which may affect your onward journey.	Onboard staff should give customers relevant disruption/connection information if this is available		Our refurbished Class 390 Pendolino trains display station connection information and our Train Managers are encouraged to announce significant route disruption on other lines prior to interchange stations. Guidance is for a maximum of three locations where staff are aware customers are travelling to in order to ensure relevance.
As soon as we are aware of a problem affecting your journey, we will:	H1	...update our digital information channels and stations/on train information screens with any cancellations, delays, or changes to the stations the train will call at.	<p>All known amendments to train services should be input into industry systems as soon as the operator is aware of the alteration.</p> <p>Prominent warnings on websites, whether accessed through desktop, mobile or app, to show disruption details and what customers now need to do.</p> <p>So that customers have visibility of information sources, to help them avoid the problem in the first place, the industry should promote the services that are currently available for customers to check for delays before they travel – for example realtime journey alerts.</p>		

<p>As soon as we are aware of a problem affecting your journey, we will:</p>	<p>H1</p>	<p>...update our digital information channels and stations/on train information screens with any cancellations, delays, or changes to the stations the train will call at.</p>	<p>When there is service disruption which affects multiple TOCs and/ or multiple routes, where possible and known website entries should provide an overarching summary of the problem(s). Specific TOC and line of route information should be detailed separately within the same disruption message. Updates could be provided as and when the situation changes and the entry should be updated at least every 20 minutes regardless of any situation changes. Last updated times should be clearly shown, as should the first reported time and date.</p> <p>When trains are showing in planners for the next day but won't run, they should be marked and not show a green tick. It should be made clear in journey planners when times have been updated and the planner can be relied upon.</p> <p>As soon as known TOCs should provide a high-level textual overview of what will be running on the next day and an estimate of when the times will be in planners, so customers know when to check back. TOCs should take an XML feed of real time disruption information from the National Rail Enquiries website.</p> <p>Websites should be able to handle increased levels of demand that can be expected during times of service disruption. Where websites are unable to handle significantly increased demand during severe disruption a mechanism should be in place to redirect users to the appropriate disruption information on the National Rail Enquiries website.</p> <p>In the event of severe, unplanned disruption leading to the use of a 'Do Not Travel' message, best practice guidance should be followed. SISJ WP8 have delivered a Do Not Travel Best Practice Guide, which can be found in the CIG SharePoint</p>	<p>This is our standard operating procedure</p>
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<p>As soon as we are aware of a problem affecting your journey, we will:</p>	<p>H2</p>	<p>...give you a reason for the alteration if the train is delayed by over ten minutes, if the train is cancelled or if we change the stations that the train will be calling at.</p>	<p>When trains are showing in planners for the next day but won't run, they should be marked and not show a green tick. It should be made clear in journey planners when times have been updated and the planner can be relied upon.</p> <p>As soon as known TOCs should provide a high-level textual overview of what will be running on the next day and an estimate of when the times will be in planners, so customers know when to check back.</p> <p>TOCs should take an XML feed of real time disruption information from the National Rail Enquiries website.</p> <p>Websites should be able to handle increased levels of demand that can be expected during times of service disruption. Where websites are unable to handle significantly increased demand during severe disruption a mechanism should be in place to redirect users to the appropriate disruption information on the National Rail Enquiries website.</p> <p>In the event of severe, unplanned disruption leading to the use of a 'Do Not Travel' message, best practice guidance should be followed. SISJ WP8 have delivered a Do Not Travel Best Practice Guide, which can be found in the CIG SharePoint</p>	<p>This is our standard operating procedure.</p>
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As soon as we are aware of a problem affecting your journey, we will:	H3	...give our best estimate for how long the disruption will last.	Where practically possible, an estimate for how long the disruption will last should be provided.		This is our standard operating procedure we are working closely with the system operator to provide more accurate assessments.
			An estimate of likely delay should always be included, even if this is a preliminary estimate.		
			All estimates should be reviewed for accuracy each time the message is updated. When an estimate of likely delays categorically cannot be given it should be made clear that an estimate will be provided as soon as possible, and why an estimated time cannot be given.		
	H4	...enable our team at our staffed stations to provide further announcements where more relevant local information is available.	Manual announcements should be made during disruption (at stations and on trains) to supplement the current automated ones.		Our managed stations have roving microphones to supplement highly targeted information
	H5	...keep you up to date with information from the incident scene and our control rooms, so you know what is being done to put things right.	The evolving story of the incident should be made available to customers via regular updates. Last updated times should be clearly shown, as should the first reported time and date		This is our standard operating procedure.
H6	...work with rail industry partners to make sure that messages across all channels are consistent, so you don't have conflicting information.	Check own website - and other major websites which contain information about their trains - at a frequency appropriate to the level of disruption. Keep in contact with NRCC if any information is not showing correctly or is confusing to customers because of cross TOC disruptio		We regularly check other channels such as National Rail enquires to ensure consistency of information.	
H7	...encourage you to 're-plan' your journey using our Journey Planner, by viewing the Live Departure Boards or by speaking to our team, so you can understand how the disruption will affect your journey.	Ensuring the relevant information and alternatives is shown on websites, whether accessed through desktop, mobiles or apps, and social media. Ensure this is shared through internal channels or front line teams to discuss with customers.		We will update our copy to reflect this requirement.	

As soon as we are aware of a problem affecting your journey, we will:	H8	...make sure that if we know a train is cancelled, it won't be possible to buy a ticket for that journey on our website or a ticket-buying app. Our team members will make sure you know there are problems before they sell you a ticket.	<p>Darwin timetable feed is integrated into journey planners in real time.</p> <p>Tickets should not be sold when there is disruption without the passenger being informed that their journey is likely to be disrupted. It is therefore required that:</p> <ul style="list-style-type: none"> <li>• The ticket office clerk informs the passenger at the point of sale</li> <li>• Ticket Vending Machines carry a relevant message</li> <li>• Reservations are not made on trains that are expected to be disrupted</li> <li>• Website and telesales outlets warn passengers of likely disruption to their journey</li> </ul>		We have rolled out smart devices to all colleagues to provide this information and our booking engine does not allow for sales on cancelled services.
	H9	...make sure you're reminded of your right to claim compensation if your journey is disrupted.	<p>When a journey is delayed to the extent that compensation is payable, operators should make reasonable effort to ensure information is available which makes it clear that passengers can make a claim.</p> <p>If the journey is abandoned owing to disruption, then passengers should be made aware of their rights to a fee free refund under the National Conditions of Travel.</p> <p>After a period of major disruption, the details of how to claim compensation or refunds should continue to be displayed on websites for a few days</p>		We have automated announcements in place at stations to provide an audible announcement and our Train Managers are encouraged to provide this on applicable services.

We'll clearly explain things to you, by...	J1	...posting a message on our homepage and app, as well as the nationalrail.co.uk website if the change to your journey is part of a larger incident affecting the network, to let you know:	<p>All of this information should be made available to customers via website, whether accessed by desktop, mobile or app, as soon as the following is known:</p> <ul style="list-style-type: none"> <li>• what the problem is</li> <li>• how it might impact your journey</li> <li>• our advice and options for you to consider</li> </ul>	<p>• Problem - Industry agreed reason, location</p> <p>• Impact - Estimates for duration of disruption, Impact on services/route</p> <p>• Advice - Alternative routes, Ticket acceptance, Sources of further information, Compensations</p>	This is our standard operating procedure.	
			This should also be shared internally to customer facing colleagues.			
			This must be updated when changes occur.			
		J2	...telling you how the incident is progressing:	So that customers are better able to understand what is happening on the ground, and therefore make decisions about their travel plans, the evolving/ changing story of the incident should be made available to customers where practically possible		
			<ul style="list-style-type: none"> <li>• whether we are investigating the problem</li> <li>• if work is ongoing to fix the problem</li> </ul>			
	<ul style="list-style-type: none"> <li>• whether the problem is resolved, or</li> </ul>					
	<ul style="list-style-type: none"> <li>• if the incident has been cleared with the train service back to normal.</li> </ul>					
				This is our standard operating procedure.		



We'll clearly explain things to you, by...	J3	...making sure our information is:	Each TOC will implement a process whereby someone is sense-checking their own website - and other major websites which contain information about their trains - at a frequency appropriate to the level of disruption to make sure that what the customer sees makes sense and that the information being provided is consistent.	This is our standard operating procedure.
			In order to make sure that communications to customers about disruptions are more meaningful and consistent, the list of revised reasons should be implemented within TOC messaging systems for onward dissemination to downstream free-text services (websites, alerts, social media etc.) and customer information systems (station CIS, train PIS etc.)	
		<ul style="list-style-type: none"> <li>• Clear: easy to understand and jargon-free.</li> </ul>	Passengers should not have to look at multiple sources of information to get the information that they need; information and warning messages should be consistent across all main information sources, e.g. TOC website journey planner, ticket engine and National Rail Enquiries	
		<ul style="list-style-type: none"> <li>• Consistent: you'll get the same information whatever channel you use.</li> </ul>		
		<ul style="list-style-type: none"> <li>• Correct: we'll give you factual information. If we don't know something, we'll tell you that we don't know it.</li> </ul>		
<ul style="list-style-type: none"> <li>• Concise: we'll keep things simple.</li> </ul>				

<p>We'll clearly explain things to you, by...</p>	<p>J4</p>	<p>...helping you decide what to do by explaining your options, so you can make informed choices:</p>	<p>Actions that passengers will need to take to complete their journeys should be clearly stated. For example, a requirement to change at any location for onward travel by train/rail replacement bus service.</p>		<p>We will update our copy to reflect this requirement</p>
<p>If the advice to passengers is to use a different operator's trains and / or a different station then the advice needs to be explicit as to whether or not tickets will be valid on the route; the phrase "valid" should be used rather than "accepted" or "passed" and the message should state whether there are any restrictions or other specific advice.</p>	<p>A. Check if your journey by train is currently possible.</p>	<p>If no alternative arrangements are possible (for example a line is blocked and there is no diversionary route and alternative transport cannot be provided) this should be clearly stated.</p>			
<p>B. Travel on another route (which might include local public transport).</p>	<p>If providing this information during a Do Not Travel disruption, travel options should be provided through a number of channels and at frequency as set by the Do Not Travel Best Practice Guide, found on the CIG Share Point</p>				
<p>C. Use Emergency Replacement Transport, where provided.</p>					
<p>D. Consider travelling later.</p>					
<p>We'll give you a helping hand, by...</p>	<p>K1</p>	<p>...taking care of you - if the last train of the day is cancelled, we won't leave you stranded.</p>	<p>Where disruption prevents you from completing the journey for which your Ticket is valid and is being used, any Train Company will, where it reasonably can, provide you with alternative means of travel to your destination.</p>		<p>This is our standard operating procedure.</p>
<p>Provide information in disruption messaging on what to do if the last train is cancelled.</p>					

We'll give you a helping hand, by...	K2	...helping you with directions if we suggest an alternative route and you're not familiar with it.	<p>All TOCs should share their list of alternatives with neighbouring TOCs and the NRCC.</p> <p>All TOCs should have maps showing alternative route options available for staff and passengers.</p> <p>TOCs could consider agreeing in advance a process for granting automatic ticket acceptance. If this is agreed, ticket acceptance will be granted automatically on predetermined routes as soon as a CSL2 Core Message is sent from Control or a notification of service disruption appears on National Rail Enquiries. This automatic ticket acceptance could be provided for a period of at least 90 minutes.</p> <p>For disruption in excess of 90 minutes or where automatic ticket acceptance is not in place, the disrupted TOCs Control will arrange for the acceptance of their passengers.</p>		Our people are encouraged to support customers making unfamiliar journeys. We work with other train operators and stations to support our customers using alternative routes.	
		...making it clear that if we tell you to travel on a different train, route or operator, there will be no extra charge and you don't have to change your ticket even if it is for a specific train or operator.	Customers should not be required to pay more because of disruption and this must be clearly shown in disruption messaging			This is included within our core copy for disruptive incidents.
		...ensuring that if you had to travel from another station on your outward journey because your planned journey was disrupted and your ticket was being accepted on that route, you will be able to travel back to that station without paying an extra fare using your original ticket - even if there is no longer any disruption.	Messages should be included to make sure that passengers who have been rerouted due to disruption earlier in the day are not penalised on their return journey when the disruption has ended.			This is our standard operating procedure.

We'll give you a helping hand, by...	K5	...making it clear how you can get in touch with us if you want to let us know how we are doing. We will listen to your feedback and use this to help improve in the future.	We want you to be satisfied with your journey. If you have any problem that cannot be resolved to your satisfaction at the time, every Train Company provides details of how to make a complaint or comment on its website and on notices at stations and on trains.		We include our social media accounts in our core copy together with our frontline teams being available and provision of station help points
There's some things we'd encourage you to do:	L1	...always check before you travel, to make sure that nothing has changed, through your train company's website or app, nationalrail.co.uk or the National Rail Enquiries app.			Included within <a href="https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays">https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays</a>
	L2	...remember that "everyone's journey is different", and that using a journey planner is the best way to find the best trains to match your journey - especially if your journey is disrupted.			Included within <a href="https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays">https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays</a>
	L3	...ask for help, we're here whether that's before you travel, on the day if you need it or after you've travelled...			Included within <a href="https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays">https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays</a>
	L4	...sign up to our notification services, and we'll make sure to explain the benefits.			Included within <a href="https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays">https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays</a>
	L5	...check out the 'Ticket Availability' pages so you know when Advance tickets will go on sale.			Included within <a href="https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays">https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays</a>
	L6	...be aware that some stations may not be accessible for everyone - plan ahead to make your journey as smooth as possible.			Included within <a href="https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays">https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays</a>
	L7	...know where to go to get information about a major incident on our website or app.			Included within <a href="https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays">https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays</a>

There's some things we'd encourage you to do:	L8	...remember it can take us time to get alternatives arranged during disruption - please be patient and courteous to our team whilst we work hard to put things in place.			Included within <a href="https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays">https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays</a>	
	L9	...be aware of compensation arrangements and to claim if they are delayed.	Operators should make reasonable effort to ensure information is available which makes it clear that passengers can make a claim		Included within <a href="https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays">https://www.avantiwestcoast.co.uk/help-and-support/dealing-with-delays</a>	
In the future, we hope to:	M1	...enable you to register for ticket availability alerts, so you know when tickets are available to book for your chosen travel date.			We already offer this	
	M2	...give you the ability to create travel alerts that will notify you before you travel if there are any changes to your journey.			We already offer this	
	M3	...offer you the option to be notified if your train times have changed after you bought your ticket.	Customers should have the ability to be notified of changes to their booked service, if they have purchased their ticket online.			We already offer this for advanced timetable changes
			This pledge has been delivered			
	M4	...let you know the departure point of any replacement bus when you're planning the journey, so you know where to go.			Rail replacement stop details are included within our station pages	
	M5	...show you where rail replacement buses are in real-time, to help reassure you.			We offer limited planned rail replacement tracking at <a href="https://rr.firstrail.com/">https://rr.firstrail.com/</a>	
	M6	...make our team more visible during disruption, for example by making their uniform easier to spot.			We recently launched a new Avanti West Coast uniform	
M7	...keep our teams up to date with reliable technology.			We are working with the industry to clarify this requirement		

In the future, we hope to:	M8	...provide coaching to our teams, so they know how to effectively share information with you and use technology more confidently.			We are working with the industry to clarify this requirement
	M9	...give you advance notice if other modes of transport are disrupted, so you can plan ahead.			We are working with the industry to clarify this requirement
	M10	...in our journey planner and Live Departure Boards, identify trains that may potentially be affected by disruption - especially when we don't know exactly what the impact will be, so you can check back later or find an alternative train.			We are working with the industry to clarify this requirement
	M11	...publish a plan, so that you know what to expect when things go wrong. This will mean we deliver a consistent approach to getting you moving again if things go wrong.			We are working with the industry to clarify this requirement
	M12	...use our onboard information systems to let you know about a change to the service as soon as possible.			We are working with the industry to clarify this requirement
	M13	...let you know about problems before you buy your ticket from our ticket machines.			We are working with the industry to clarify this requirement
	M14	...let you know how many carriages your train will have, how busy your train is expected to be and if we expect trains or stations to be busier than normal.			We currently provide this through our App and at stations
	M15	...use technology so that we can offer advice that is personal to you and the time you're travelling.			We are working with the industry to clarify this requirement

	M16	...make improvements to ensure information is accessible and inclusive to everyone, including alternative languages and formats.			We are working with the industry to clarify this requirement
	M17	...improve the information we share about the layout of your train, so you know what facilities are available on board.			We are working with the industry to clarify this requirement