

Passenger Charter

April 2022

AVANTI
WEST COAST





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Welcome to Avanti West Coast

This Passenger Charter outlines our commitment to you. It's a collection of important information that will hopefully help you travel with ease, confident that you can travel safely and understand more of what to expect on our trains and at our stations.

It sets out the minimum level of service we are committed to, how we will compensate you if things go wrong and how you can contact us with suggestions and concerns.

We'll review this document each year by consulting Transport Focus, the Department for Transport and other relevant organisations to make sure it's up to date and fair for all our customers. If you have any suggestions for us, we'd love to hear them. You can let our Customer Resolutions Centre know your thoughts at avantiwestcoast.co.uk/help.

Copies of the Passenger Charter are available from staff at stations served by our trains or from our website avantiwestcoast.co.uk.

Treating customer fairly

We put customers at the heart of every decision. Making sure you are safe and well and that we always treat you fairly is our highest priority. We want your experience with us to be one that keeps you coming back. We have a dedicated Insights Team to make sure we listen and take your circumstances into account making sure travel with us is fair for everyone.

Our customer report

We will publish a customer report every six months on avantiwestcoast.co.uk. We will also keep you up to speed with the improvements we have made. We will let you know how we are performing against our customer satisfaction, reliability and punctuality targets.

The National Rail Conditions of Travel

The Passenger Charter sets out our commitment to you. It does not create any new legal relationship with you because of what we say we will do, nor does it affect your legal rights. For details of these rights, please see the National Rail Conditions of Travel. Copies are available from staff at stations or can be downloaded from avantiwestcoast.co.uk and nationalrail.co.uk/nrcot.

Rail Passengers' Rights and Obligations Regulation

You also have rights under the Rail Passengers' Rights and Obligations Regulation (EC No 1371/2007) ('PRO'), as it applies in UK law. The PRO incorporates the 'Uniform Rules concerning the Contract for International Carriage of Passengers and Luggage by Rail' (commonly known as 'CIV'). For an overview of these rights, please visit the European Commission's information website about passenger rights:

https://europa.eu/youreurope/citizens/travel/passenger-rights/rail/index_en.htm

The Office of Rail and Road (orr.gov.uk) is the National Enforcement Body for the PRO.



How to contact us

We have a dedicated team at our Customer Resolution Centre

Write to us at:

Freepost AVANTI WEST COAST

Phone: 0345 528 0253

Passenger Assist: 0345 528 0253 (Option 3)

Online contact form

Website: avantiwestcoast.co.uk/help

Email: customer.resolutions@avantiwestcoast.co.uk

Customer Resolution Centre opening times

Monday to Sunday 8am to 10pm
(Closed 25 and 26 December)



How to claim Delay Repay

If your train is delayed or cancelled, you may be entitled to claim compensation under our Delay Repay scheme. If we operated the service you were delayed on, we'll take into account the whole journey on your ticket, including connections, when calculating your compensation.

Whatever the reason for the delay, we will offer the following compensation if you are delayed by 15 minutes or more. The delay is calculated on the time you arrive at your destination station, not the time you leave your departure station. For multi-modal tickets, compensation will be provided following receipt of a valid claim for a delay to the rail element of the journey.

Length of delay (minutes)	Amount of compensation		
	Single ticket	Return ticket	Season ticket
15 to 29	25%	12.5%	25%
30 to 59	50%	25%	50%
60 to 119	100%	50%	100%
120 or more	100%	100%	100%

of the cost of the Single ticket of the cost of the Return ticket of the value of the delayed journey (see note in next column)

Compensation is calculated against the price of the ticket you were travelling on when you were delayed. We can include a combination of tickets, but not tickets for other journeys (for example, your return leg if you've bought two Singles).

The length of delay will be based on the published timetable, which can include any emergency timetable that we put in place. If an emergency timetable is in place, we will publicise this in advance.

Note: If you are travelling with a season ticket, your compensation will be based on an estimated number of single journeys during your ticket's duration. We will calculate this in the following way.

Type of season ticket	Value of the delayed journey
Weekly	1/10 x total ticket price
Flexi Season	1/16 x total ticket price
Monthly	1/40 x total ticket price
Quarterly	1/120 x total ticket price
Annual	1/464 x total ticket price

If part of your journey was with another train company, we will compensate you if we caused the delay. If we did not cause the delay, we will ask the other train company to contact you. We will always let you know when we have done this.

If disruption means you choose not to travel and abandon your journey instead, you can request a full refund from where you bought your ticket within 28 days.

This process is different to Delay Repay as you're applying for a full refund, whereas Delay Repay is compensation for a delay you experience when travelling with us.

Informing you of your compensation rights

We will explain how to claim compensation through the Delay Repay scheme on posters at stations and on trains, on our website and on our app with easy-to-follow links.

When there are delays of 15 minutes or more, we will make on-train and station announcements about compensation (including how to claim).

If you have booked an advance ticket through our website or app to travel at least one leg on an Avanti West Coast service, we will automatically begin a compensation claim for you.

If you have registered for a delay repay account and your train is delayed we will inform you when you are entitled to compensation via your account.

Applying for Delay Repay

The easiest way to claim your compensation is through the compensation page on our website at avantiwestcoast.co.uk/delayrepay. Register for a Delay Repay account by using the same email address as your main Avanti West Coast account and create a separate login with a different password. Your details will be saved, meaning any future claims can be quick and easy. If you're a season ticket holder, you can also log details of the ticket and upload a photograph, scan or photocopy which you can use for future claims.

You can also pick up a paper application form at your local station, which you can hand in to a member of staff or post to us free of charge.

You will need to show us your ticket when you make a claim. We can accept a photo, scan, screenshot or copy of the ticket and will need to see the number on a season ticket. If your destination station has an automatic ticket gate, please explain to the staff member managing the gates that you want to keep your ticket to make a claim.

All claims must be made within 28 days of your delayed journey, and we will pay compensation (by card payment, BACS or cheque) or in National Rail travel vouchers – whichever you prefer.

If you make a claim online, we will pay your claim by your choice of card payment, BACS, cheque or National Rail Travel vouchers. We will pay claims received in other ways, for example, by post, your choice of cheque, or National Rail travel vouchers, as we do not accept card or BACS information in these cases.

We will aim to conclude your compensation claim within 5 working days.

Customers are responsible for submitting valid claims and all claims are subject to strict checks. We treat fraudulent claims very seriously and will take further action if appropriate which may include criminal prosecution.



Planning your journey

We offer advice, timetables and information about travelling with us in all sorts of ways. Here's how you can stay up to date.

- Speak to staff at our stations and ticket offices.
- Check the information displays at our stations.
- Go to [avantiwestcoast.co.uk](https://www.avantiwestcoast.co.uk) for train and journey information, to book tickets and to print your own personal timetable.
- See our leaflets at our stations or on our website.
- Download our free customer app from your app store so you can plan your journey, buy tickets and check train times and journey information.
- Follow us on Twitter [@avantiwestcoast](https://twitter.com/avantiwestcoast) for live journey information, service updates and to have your questions answered. Our Social Media team are online 24 hours a day.
- Call our Customer Resolutions Centre on [0345 528 0253](tel:03455280253) between 8am and 10pm seven days a week (closed 25 and 26 December).

You can also get information about all UK trains from National Rail Enquiries. Just call them on [03457 484950](tel:03457484950) or go to [nationalrail.co.uk](https://www.nationalrail.co.uk). Traveline can help you with local and national bus information. You can call them on [0871 200 2233](tel:08712002233) or go to [traveline.info](https://www.traveline.info).



Buying your ticket

You must have a valid ticket to travel on our trains. Getting hold of tickets is easy with a choice of different fares and several ways of buying them.

Buy tickets online, on our app or by phone

You can buy tickets online using our website [avantiwestcoast.co.uk](https://www.avantiwestcoast.co.uk) or by downloading our app. You can also get tickets over the phone by calling [0345 528 0253](tel:03455280253) and choosing option 4.

Tickets can be collected at any of our ticket machines using the card you paid with. We can also send them out by post, but please allow five working days for delivery.

Digital tickets are also available and can be stored and scanned using your mobile device.

Buy tickets on the day at our ticket machines

Nearly all of the stations we call at have self-service ticket machines where you can buy tickets. They offer a wide choice of destinations and fares, including weekly tickets.

Buy tickets at our ticket offices

Our ticket office staff will sell you the most suitable ticket for your journey, including Railcards and reservations. You can pay by cash, National Rail travel vouchers, rail warrants or most major credit and debit cards. You can use a season ticket rail warrant to pay for season tickets.

Ticket office opening hours are displayed at every staffed station and are also available on our website [avantiwestcoast.co.uk/stations](https://www.avantiwestcoast.co.uk/stations).

Price promise guarantee

If you book an Avanti West Coast ticket through [avantiwestcoast.co.uk](https://www.avantiwestcoast.co.uk) or our app, and find a cheaper publicly available price somewhere else online within 24 hours of booking, we'll refund you the difference. The ticket must be on the exact same date, time and ticket type and is for a full journey on Avanti West Coast services.

Rail-appointed third parties

You can also buy tickets from some travel agents and other outlets.



Travelling with us

Help and advice during your journey

All our staff on trains and at stations are available to help if you need advice. We have at least one member of staff on every train and 24-hour help points at all our stations (normally on the platform). Or, you can contact our Customer Resolutions Centre.

Making sure you have a valid ticket

Please make sure that your ticket is valid for the train you board before travelling. You can join any of our services if you have an Avanti West Coast anytime or season ticket for the route set out on your ticket. However, advance fares are only valid on the date and time shown on the ticket and there are restrictions for holders of off-peak and super off-peak tickets. If your ticket is not valid for travel on the train you board, you may need to buy a whole new ticket or be issued with an unpaid fare notice. So if you're not sure, please check with a member of staff before the train departs.

Standard tickets are only valid in Standard Class coaches unless you have paid the appropriate upgrade or excess fare.

Getting a seat

We operate a 'walk on' service which means if you have no reserved seat, you are free to choose where you sit, as long as it hasn't been booked by someone else. We provide as many seats as we can to keep to a minimum the number of passengers who have to stand, but we cannot guarantee you a seat, especially during disruption.

Reservations are available on all our services at no charge, depending on availability. You can make reservations when you buy your ticket online, on the app, over the phone or at ticket offices. You must make reservations for advance tickets.

Keeping you safe

We work with the British Transport Police, Network Rail and local authorities to improve security at our stations, on our trains, and in our car parks. To reduce crime and make you feel safer, we operate CCTV at all of our stations and on all of our trains and also provide help points at all our stations.



Please tell our staff or use the help points if you see any suspicious or antisocial behaviour.

Travelling with a bike

We welcome bikes on our trains and provide cycle storage areas, which have CCTV, at most of our stations.

We accept fully folding bikes (with wheels of less than 20 inches in diameter) on any train or replacement rail service, as long as they are folded and stowed as luggage.

Reservations for bikes are available free when buying a ticket. Cycle storage on trains is limited to four bikes and reservations are not always available.

You'll need to make sure you have made a reservation before travelling with your bike and you can do so during the booking process. Otherwise, you can call our Customer Resolutions Centre.

Our cycle policy is published in a separate leaflet and our timetables show where we cannot carry bikes. You can also get information from staffed stations and [avantiwestcoast.co.uk/bicycle](https://www.avantiwestcoast.co.uk/bicycle).

Food and drink onboard

We are committed to providing a food and drink service on all our trains. If, for any reason, we are unable to do so, we will try to tell you before the train leaves the station where you get on.

No smoking

For the comfort and safety of all our customers, smoking (and e-cigarettes) is not allowed on any part of our trains or stations.

Smoking is allowed in open car parks and outside the station boundaries.

Have you lost something?

If your train ended its journey at any of these stations: London Euston, Birmingham New Street, Liverpool Lime Street, Manchester Piccadilly, Glasgow Central or Edinburgh Waverley, then Network Rail look after anything handed in at their lost property office and will charge a small handling cost for keeping it safe. To report any lost property at the above stations or on trains ending their journey there, contact Network Rail at lostproperty.org/search.php or call **0330 024 0215**.

If your train ended its journey somewhere else (for example, Chester, Wrexham, Holyhead, Wolverhampton, Shrewsbury or Blackpool North), please call our Customer Resolutions Centre on **0345 528 0253** and our team will be on hand to help reunite you with your belongings. You may be charged for the return of your item. You can find details of charges in the lost property section of our website.

Planned engineering work

Our aim is to provide information on planned changes at least 12 weeks in advance on our website [avantiwestcoast.co.uk](https://www.avantiwestcoast.co.uk). We will include this information in our published timetables when we can. This information is displayed at every station on our 'Changes to train times' posters closer to the time. You can also follow us on Twitter [@avantiwestcoast](https://twitter.com/avantiwestcoast) or call the Customer Resolutions Centre for updates.

We'll do our best to make sure you can still travel by train for all your journeys during the work. But there will be times when we may need to take you by road instead.

When this happens, we don't always have room for things like:

- prams and pushchairs that don't fold;
- non-folding bikes; and
- animals (except guide dogs).

If you need to travel with any of these things, please check the status of your journey before you leave home.

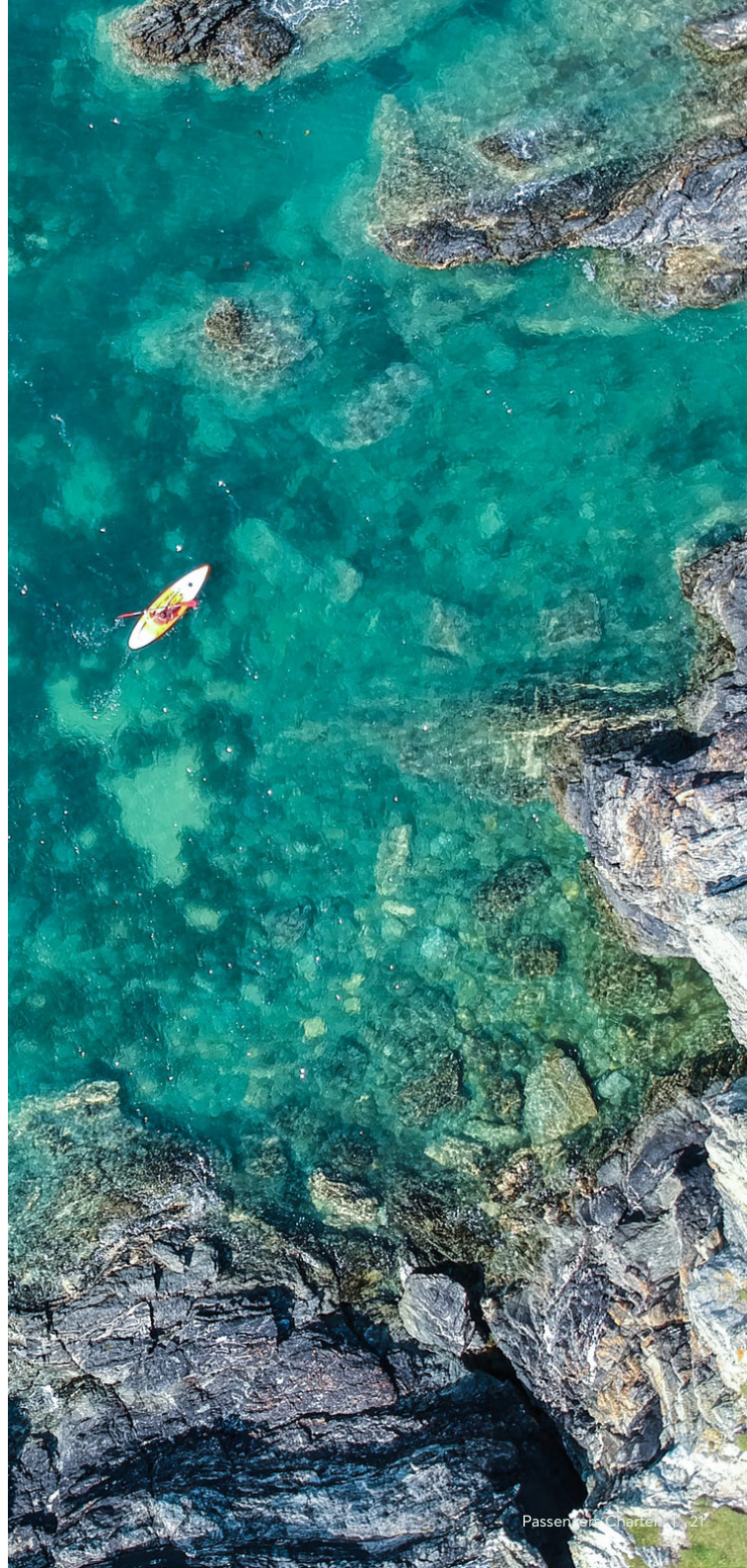
Short-notice engineering work

Sometimes, engineering work has to be carried out at very short notice. When this happens, we aim to provide you with the information you need to make your journey. Information on all engineering work is available from National Rail Enquiries, our website and our Customer Resolutions Centre. Our staff at stations and on trains will also be able to help you.

Bad weather

Weather can sometimes affect your travel plans. We'll always try to provide you with the most up-to-date information you need to complete your journey. You can find regular updates on our website, through our Twitter page or from National Rail Enquiries.

Our staff at stations and on trains will also be able to help you.





Help and assistance

We are committed to meeting the needs of all our passengers and we will help if you need special assistance in planning and making your journey. We want to make sure that nothing we do creates a barrier to using our services for anyone.

We have set out full details in our 'Making Rail Accessible' leaflet which is available on our website and from the stations where our trains call at.

Our Passenger Assist team can advise customers with disabilities about travelling with us. If you need help, please call Freephone **0345 528 0253** and choose option 3 or use the online form found on our website [avantiwestcoast.co.uk/onboard/assisted-travel](https://www.avantiwestcoast.co.uk/onboard/assisted-travel).

We recommend that you give us no less than 24 hours' notice if you need assistance. If you need help with shorter notice, we will do all we can, but cannot guarantee we'll be able to meet all your needs at every station.

For assisted travel on 27 December, please contact us by 24 December.

Car parking

At most stations we provide marked bays for Blue Badge holders. If these bays are within the parking area where people have to pay, the normal daily car parking rate will apply.

Station and onboard facilities

We have ramps on all our trains as well as at stations to help wheelchair users and other passengers with reduced mobility to get on and off. Every train has an onboard team who will help with ramps.

All our stations offer step-free access. If steps are a problem for you and there are any short-term problems, for example a broken lift, we will arrange alternative transport (usually a taxi) at no extra cost. This transport will take you to and from the nearest or the most convenient accessible station.

We provide induction loops at every station ticket office and on all help points to help hearing-aid users. If you need information in an alternative format, please contact our Customer Resolutions Centre.

We provide wheelchair spaces on all services. You can reserve a wheelchair space, depending on availability, by contacting our Passenger Assist team in advance.

Expectant mothers

If you're travelling with us when you're pregnant and you're worried about getting a seat, speak to our station teams before you board the train. They'll do everything they can to get you a seat. Or, once onboard, there's a Train Manager on every train. Let them know you're pregnant and they'll find you a seat.

Mum-to-be passes are available from our ticket offices. These make it easier for you to ask the Train Manager or station staff for help to find a seat. For more information, visit

avantiwestcoast.co.uk/about-us/policies-and-procedures/mums-to-be

Travelling with young children

All our trains have toilets and at least one facility that offers a baby-change table and space for a pushchair. If you need help lifting your pushchair onto the platform or onto a train, our staff will help you, as long as they are physically able to do so and that you carry your child separately.





If things go wrong

We work with Network Rail and other operators to avoid cancellations and have as few delays as possible. However, disruption can and does happen. When it does, we will then do the following.

- Keep you informed at stations and on trains by providing as much information as possible about delays.
- If you are delayed during your trip, we may try to get you to the station you were travelling to by another method, such as bus or taxi. If we cannot get you to that station, we will take you to the station that will work best for you. If we cannot do either of these things, we will provide you with somewhere to stay for the night, so you can continue your journey the next day.
- Provide free non-alcoholic refreshments (while stocks last) on trains that are delayed for an hour or longer.
- Have a simple process to claim Delay Repay.
- If a 'do not travel' warning is issued, passengers with a single or return ticket who follow this advice and do not travel will be entitled to claim a full refund; and season ticket holders will be entitled to claim compensation using the delay repay process.

Compensation for delays

If your train is delayed or cancelled, you may be entitled to claim compensation under our Delay Repay scheme - see page 9.

Exceptional circumstances

In line with the National Rail Conditions of Travel, in exceptional circumstances we will consider extra compensation for any losses or extra costs caused if our services are cancelled or delayed (for example, new airline tickets if you miss a flight).

If you find yourself in this position, please fill in the form found on our website

[avantiwestcoast.co.uk/help/contact-us](https://www.avantiwestcoast.co.uk/help/contact-us).

Note: You cannot try to claim the same money twice, for example both under our Delay Repay scheme and the Consumer Rights Act 2015. However, claiming compensation using Delay Repay does not affect any other statutory rights you may have, for example under the Consumer Rights Act 2015 if we as a company are at fault.



Refunds

If the train you planned to catch is delayed or cancelled (or we cannot guarantee your reservation) and you decide not to travel, we will give you a full refund.

You will also receive a full refund if you have started your journey but it is disrupted and you cannot complete it and you return to the starting point. Just return the unused ticket as soon as you reasonably can (and within 28 days of its expiry date) to where you bought it. This applies to all ticket types.

If the train service is running normally and you decide not to use your ticket, we will refund your fare less an administration fee of £10. The exception to this is advance tickets, which we do not refund if the train service was running normally. Return your ticket within 28 days of its expiry date to any National Rail ticket office (if you bought it from a station), or to your ticket seller if you bought it elsewhere or online.

In most cases, you can get a refund for the unused portion of season tickets. Return the ticket to the station or agent you bought it from, and we will calculate the refund from the date you stopped using the ticket. Refunds are based on the difference between the cost of the season ticket originally bought and the cost of a season ticket for the period up to the date you give up the ticket. Season tickets offer significant savings if you travel daily and you may find that your refund is small if it was only still valid for a short time. For example, an annual season ticket has no refund value after 40 weeks.





Listening to your view

Your feedback is important to us and we offer customers a variety of opportunities throughout the year to discuss issues, ask questions and comment on our service. We take your views seriously and the feedback you give us will directly influence our business decisions.

Suggestions and reporting faults

If you'd like to make suggestions to improve our service, or if you find a fault at our stations or on our trains, you can communicate with us quickly and easily on our website. Simply head to our portal at the link below, select 'Fault reporting', and give us the details. We'll act on your feedback right away.

www.railhelp.co.uk/avantiwestcoast/feedback-and-suggestion

Regional customer panels

Regional customer panels are communities of customers who have the chance to tell us what they think about Avanti West Coast. We know that there's always room for improvement, and this is an opportunity to tell us what we can do down the line to make travelling with us even better.

The panels launched in the summer of 2020, and members can share their experiences through quick quizzes and conversations with fellow customers, as well as the opportunity to bring their own ideas to the table and help improve our services.

avantiwestcoast.co.uk/aboutus/sustainability/community-hub/regional-customer-panels

The Avanti West Coast app

You can find trains and tickets quickly, save and browse recent journeys and keep tabs on your train in real time using our Live Trains feature. You can also give feedback on your journey through the customer survey.

Making an enquiry or complaint

We train our staff to handle complaints fairly and efficiently. Where possible, they're equipped to solve problems as they happen and we provide a number of ways to make this happen.

Our specialist Customer Resolutions Centre is there to receive your comments or deal with your complaint. If your issue is with another train company, we will send your correspondence to the correct company. We will tell you we have done this and give you that company's contact details.

Our complaints handling procedure is available on our website.

Our response times

We aim to respond to all comments and complaints within five working days. If we cannot make a full reply within five working days, we will contact you to tell you we have received your comment or complaint and explain when we should be able to give you a full response.

Rail Ombudsman

Please give us the opportunity to try to sort out your complaint. If you're unhappy with our response, and you are a consumer (that is, your travel was not fully or mainly for business), you have the right to appeal to the Rail Ombudsman.

The Rail Ombudsman is there to help resolve ongoing disputes. 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, 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;
- we haven't dealt with your complaint within 40 working days of receiving it; and
- 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, they'll contact you to let you know. If possible, they will pass your complaint to another organisation that may be able to help you further, such as Transport Focus or London TravelWatch – the independent consumer watchdogs for the rail industry. They will independently review your complaint and, where appropriate, follow things up on your behalf.

Rail Ombudsman

Website: railombudsman.org

Telephone: 0330 094 0362

Textphone: 0330 094 0363

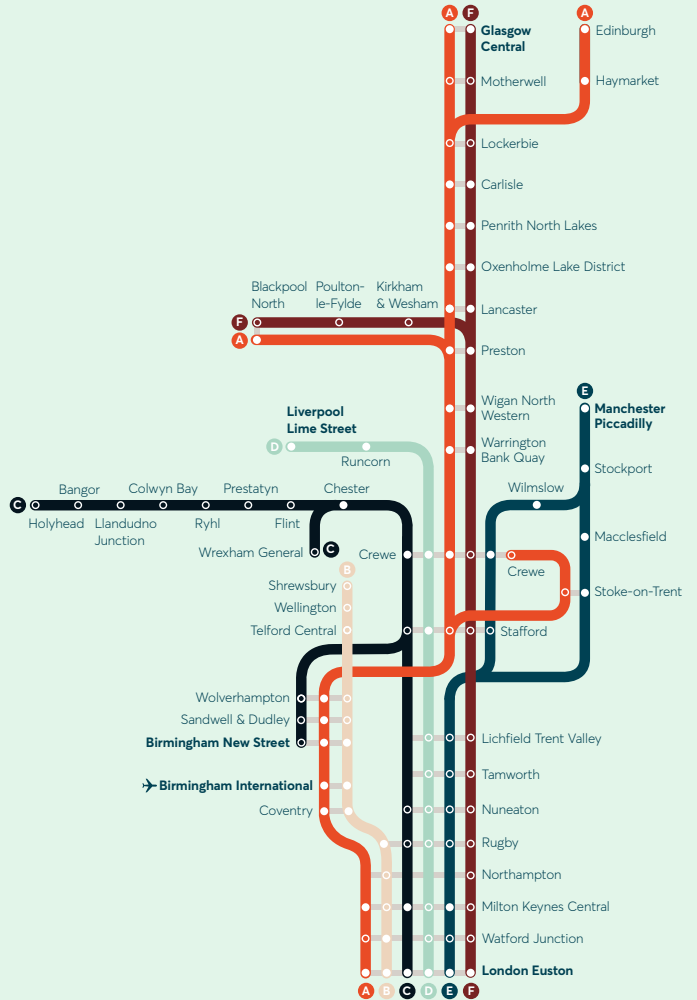
Email: info@railombudsman.org

Twitter: @RailOmbudsman

Post: Freepost RAIL OMBUDSMAN



Network Map



Get in touch

avantiwestcoast.co.uk

Email: Customer Resolutions
customer.resolutions@avantiwestcoast.co.uk

Phone: 0345 528 0253

Write: Freepost AVANTI WEST COAST



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