

# Passenger's Charter

**Setting out our  
commitment to you**

Valid from November 2019



**South Western  
Railway**

# Welcome to South Western Railway

**Our Passenger's Charter is our commitment to you. We work hard to try to make sure every journey you take with us is easy and enjoyable. Our charter tells you what you can expect from all of us at South Western Railway (SWR), 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 your suggestions and concerns.

We will review this charter regularly in consultation with London TravelWatch, Transport Focus, the Department for Transport and other relevant bodies to make sure it is 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 Service team know your thoughts on **0345 600 0650**.

You can get copies of this charter from the staff at our stations, from our Customer Service Centre or from our website at **[southwesternrailway.com/passengercharter](https://southwesternrailway.com/passengercharter)**.

## Treating our customers fairly

We put our customers at the heart of everything we do and every decision we make. Making sure you are safe and well and that we always treat you fairly is our highest priority. We want you to have a great experience whenever you contact us so we try to make it easy to talk to us, and we'll always listen to you and take your individual circumstances into account.

## Your personal details

Your right to privacy is very important to us and we take the security of your personal details seriously. To find out more, please read our privacy policy at **[southwesternrailway.com/privacy-policy](https://southwesternrailway.com/privacy-policy)**.

## Our Customer Report

We publish our Customer Report every six months to keep you up to date on our plans for the future, along with the improvements we've already made. The report also tells you how we're performing against our target for customer satisfaction, reliability and punctuality.

## The National Rail Conditions of Travel

This Passenger's Charter sets out our commitment to you and to meeting our standards on every journey. It does not create any new legal relationship with you as a result of what we say we will do, and it does not affect your legal rights. For details of these rights please see the National Rail Conditions of Travel, which you can get from all staffed stations, from our Customer Service Centre, or from **[nationalrail.co.uk](https://nationalrail.co.uk)**.

## What you can expect from us

We will be making improvements to our stations and train services.

- We have ordered 90 new trains. These will help us to reduce journey times and allow more passengers to travel on the network, with 30% more seats in and out of London at peak times.
- We will provide 1,500 new car parking spaces.
- We will develop our customer app to include entertainment features and improved options for buying tickets, and to make it easier to claim compensation.
- We will invest £90million at our stations to improve the customer experience.
- We will introduce an industry-leading apprenticeship scheme, taking on 100 apprentices a year across a range of departments.

We value the communities we serve and will work with all stakeholders (people with an interest in our business) to support local areas. We demonstrate this commitment through our apprenticeship scheme, by working with community rail partnerships and station adoption groups (groups of local people who help improve the appearance of train stations, for example, by planting and looking after flowers or hanging baskets), and our Customer and Communities Improvement Fund, which will run from 2020 and is worth £2.6million a year. Stakeholders can bid for funding from the Customer and Communities Improvement Fund to carry out improvements to stations and for projects associated with rail travel in the communities we serve. More details will be available closer to the launch of the fund.

# Planning your journey

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

- Check the information displays at our stations.
- Read our leaflets at our stations.
- Visit **southwesternrailway.com** for train and journey information, to book tickets and to print your own personal timetable.
- Download our free customer app from your app store so you can plan your journey, buy tickets and check train times and journey information.
- 'Live chat' (where you have a typed conversation with a member of our staff) is available on our customer app or on our website at **southwesternrailway.com/contact-us**.
- Follow us on Twitter **@SW\_help** for live journey information and service updates, and to have your questions answered 24 hours a day.
- Call our Customer Service Centre team on **0345 600 0650**.

You can also get information about all trains in Britain from National Rail Enquiries. Just call them on **03457 48 49 50** or visit **nationalrail.co.uk**. Traveline can help you with local and national bus information. You can call them on **0871 200 2233** (network charges may apply) or visit **traveline.info** or, in London, **tfl.gov.uk**.



# Buying your ticket

**Except on the Island Line, where you can buy tickets from our guards on board the train, you must, wherever tickets are sold, buy a valid ticket (or validate your Oyster card or contactless payment card by tapping in on a smartcard reader at stations in the London fare zone system) before you board one of our trains. We make this as easy as possible by offering several ways for you to buy your tickets.**

## **Online, through our app or by phone**

You can buy tickets on our website at [southwesternrailway.com](https://southwesternrailway.com) or on our app. Or, if you prefer, you can buy tickets and most Railcards by phoning our Customer Service Centre. We accept most major credit cards and debit cards.

You can buy Advance tickets up to six weeks before you travel.

You can receive your tickets by email as a mobile eTicket (you will receive a bar code). Or we can send them by post (please allow five working days to receive tickets by post).

## **Ticket machines**

All our stations (except Beaulieu Road, Holton Heath, Longcross, Millbrook and Redbridge) have self-service ticket machines where you can buy tickets.

These machines offer a wide choice of destinations and fares, including Weekly and Monthly Season Tickets. If you can't buy the ticket you need from a ticket machine, you should buy one as soon as possible from the guard on the train or at the station you are travelling to.

At stations in the London fare zone system, you can top up your Oyster card at self-service ticket machines.

## Ticket offices

The full range of tickets is available at ticket offices. Our staff will sell you the most suitable ticket for your journey, and can sell most Railcards. They can also book a space for your bike on our trains and reserve seats for you on trains run by other train operators.

You can pay by cash, rail travel vouchers, rail warrants or most major credit cards and debit cards.

Each staffed station displays its ticket office opening hours. They are also available on our website, the National Rail Enquiries website or by contacting our Customer Service Centre. Times of peak demand at the ticket office are shown at the station.

We try hard to make sure that you do not have to queue at ticket machines or ticket offices for longer than five minutes at peak times or three minutes at other times.

## Rail-appointed travel agents

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

## Can't buy a ticket?

At some stations we provide a Permit to Travel machine if no other facilities are available to allow you to buy tickets. You should insert as many coins as you have, up to the cost of your ticket. You must then exchange your Permit to Travel for a ticket as soon as you can, and within two hours.

If there is no way of buying a ticket or Permit to Travel, you can board the train without one. You will not be charged a penalty fare, but you must buy a ticket as soon as you reasonably can from a member of staff on the train, at an interchange station (if you change trains and can do so without missing your connection) or at the station you are travelling to.

## Use your smartcard

If you have a smartcard, you can buy and load your ticket on to the card instead of receiving a paper ticket. This can be more convenient for you because a number of different tickets can all be loaded on one smartcard, and they won't get damaged in the ticket gates. You can order a smartcard from our website.

For more information on smart ticketing, visit **[southwesternrailway.com/smart](https://southwesternrailway.com/smart)**.



## Refunds if you decide not to travel

If the train you planned to catch is delayed or cancelled and you decide not to travel, we will give you a full refund if you have a single or return ticket. The same applies if you cannot complete your journey due to disruption and return to your starting point.

Just return the ticket to us (or if you bought your ticket from another retailer, return it to them) as soon as you reasonably can (and within 28 days of its end date). The full refund in this case also applies to Advance tickets.

If the train service is running normally and you decide not to use your ticket, we will refund your fare less an administration fee (currently £10). In this case, we will not pay a refund for Advance tickets, which are not refundable if the train service was running normally.

Return your ticket to us (or if you bought your ticket from another retailer, return it to them) within 28 days of its end date.

## Season Ticket refunds

We may refund the unused portion of a Season Ticket. Return the ticket to the station, or agent, you bought it from and we will calculate the refund from the date you returned it. The refund will be the difference between the price you paid for the Season Ticket and the cost of a Season Ticket for the period up to the date you returned the ticket. Because Season Tickets offer significant savings over buying tickets every day, you may find that your refund is very small if there is not long left on it when you return it. For example, Annual Season Tickets have no refund value after 40 weeks.

For Season Tickets which are valid for a month or longer, if you move home or change job, you can change the journey on your Season Ticket. You will need to pay more if the new journey is more expensive or you will get a partial refund if the new journey is cheaper.

## Lost, stolen or damaged Season Tickets

If you have lost your Season Ticket or it has been stolen, and it is valid for one month or more, please visit one of our stations for help. You will usually have to pay an administration fee. If you have a Touch Smartcard, we will cancel the card and arrange a replacement.

Please contact our Customer Service team. If your Season Ticket stops working in the ticket gates, we will exchange it. Simply visit one of our tickets offices along the line of the route your Season Ticket is valid for.

For more information, please see the Season Ticket terms and conditions on our website at **[southwesternrailway.com/train-tickets/season-tickets](https://southwesternrailway.com/train-tickets/season-tickets)**.

## Arrangements if we advise you not to travel

If we advise you not to travel (for example, because severe weather is disrupting the service), and you take that advice, we will give you a full refund for all unused tickets, including unused tickets for parts of your journey which are with other train companies and tickets for return journeys that you no longer need. We will not charge a fee. If you did not buy your ticket from us, you will need to return it to the original retailer or train company. If you have a Season Ticket, we will pay you compensation based on the cost of two single journeys (the proportion of the ticket price we will pay as compensation is the same as for Delay Repay – see page 24). You can contact our Customer Relations team to claim your compensation.

## Penalty fares

We know that most of our passengers buy a valid ticket before travelling and we have a duty to these passengers to make sure no one travels without paying. For this reason, we run a Penalty Fares Scheme across our network (except on the Island Line). If you travel without a valid ticket (or validated Oyster or contactless card) or without authority to do so, you may have to pay a penalty fare.

Our Revenue Protection Policy is based on a common-sense approach, making sure that we treat all customers fairly. You can find details of our Revenue Protection Policy on our website at **[southwesternrailway.com/travelling-with-us/ticket-checks-and-revenue-protection](https://southwesternrailway.com/travelling-with-us/ticket-checks-and-revenue-protection)**.

For more details, please see our penalty fares leaflet, which is available from all staffed stations, our Customer Service Centre or our website.



# 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 a member of staff on every train and 24-hour Help Points at all our stations (normally on the platform). Or, you can call our Customer Service Centre or National Rail Enquiries for advice.

## Domestic animals and luggage

Please don't bring more luggage onto the train than you can carry. You can take up to three items of luggage with you on our trains, as long as they are not too bulky.

You can get more details from the National Rail Conditions of Travel or by calling our Customer Service Centre on **0345 600 0650**. You can bring up to two dogs or other domestic animals on the train, and they must be kept on a lead for the whole journey. Smaller animals must be kept in a pet carrier. For more information on bringing luggage onto trains, please see the National Rail Conditions of Travel or our website at **[southwesternrailway.com/luggage](https://southwesternrailway.com/luggage)**.

## Making sure you have a valid ticket

Please make sure that you have a valid ticket before you travel. You can get on any of our trains if you have an Anytime or Season Ticket. However, Advance tickets are only valid on the date and train shown on the ticket, and there are time restrictions on some days if you have an Off-Peak ticket.

If you forget your Railcard and have to pay the full fare or buy another ticket, we'll refund the extra cost if you meet the following conditions.

- You must claim a refund within 28 days of the expiry date on your ticket.
- You'll need to upload to our website a photo or scan of your Railcard and photocard, where appropriate, plus another form of identification that shows your full name.
- Your Railcard must be valid for the day and time of your journey.

- You'll need to send us the original tickets, not photocopies.
- You'll need to send us any penalty fare or unpaid fare notice.

If you received a penalty fare or unpaid fare notice for failing to show your Railcard, you can ask us to cancel it. You can only claim one refund for a forgotten Railcard in any 12-month period. You should send your claim for a refund to our Customer Service Centre. Details of how to claim a refund are shown on our website at **[southwesternrailway.com/refunds](https://southwesternrailway.com/refunds)**.

## Ticket gates

There are automatic ticket gates at many stations on the network. We are also installing new gates at other stations and extending the hours of use of the current gates. This improves customer and staff security and reduces the number of people travelling without a ticket.

If you need to keep your ticket, please speak to a member of staff, show them your ticket and they will let you through the gates.

## Getting a seat

We operate a 'walk on' service, which means that there are no reserved seats and you are free to choose where you sit. We provide as many seats as we can to reduce the number of passengers who have to stand, but we cannot guarantee you a seat, especially at peak times or during disruption to services.

Standard-class tickets are not valid in first class unless you have paid the appropriate difference in fare before boarding the train. Please see **[southwesternrailway.com/firstclass](https://southwesternrailway.com/firstclass)** for more details. However, at weekends and on bank holidays you can buy first-class upgrades on the train.

If you are travelling with an assistance dog and there are no standard-class seats available, you can upgrade to first class for free.

## Changing trains

If you are changing trains and the train you are on runs late, we do not usually hold the connection. However, we try to give special consideration if your connection is the last connecting train of the day. Your ticket will be valid on the next available train and you will be entitled to compensation if you arrive 15 or more minutes later than you should have.

## Keeping you safe

We work with British Transport Police, Network Rail and local authorities to improve security at our stations, on our trains and in our car parks. To help reduce crime and to help you feel safe, we have CCTV on all stations and trains, provide Help Points on every station platform, have a team of rail community officers on the network, and provide security guards at key locations to deal with antisocial behaviour.

Please tell us if you see any suspicious or antisocial behaviour. Speak to a member of staff or use a Help Point.

## Supporting bike use

We provide cycle storage areas at most of our stations, and these are covered by CCTV cameras where possible. You can take compact fully folding bikes with wheels of up to 20-inch diameter on any train or replacement bus service as long as they are folded and placed in the luggage rack.

However, as many of our trains get very busy, there is not always room to carry non-folding bikes safely and comfortably. For this reason, we can't carry non-folding bikes on most peak-time commuter trains in and out of London.

On trains outside London and on some off-peak trains where bikes are allowed, we allocate space for them. These spaces are available on a 'first come, first served' basis except on the Waterloo to Exeter or Waterloo to Bristol routes, where you will need to reserve a space for your bike. (You can reserve a space, free of charge, at staffed stations or by calling our Customer Service Centre, ideally at least 24 hours before you travel.)

We publish our cycle policy in a separate leaflet and our timetables show when you cannot take bikes on trains.

Visit **[southwesternrailway.com/cycles](https://www.southwesternrailway.com/cycles)** for more information.

## Catering on trains

We provide a catering trolley on our longer-distance trains. Please see our timetables for details of the trains where this is available.

Please note that the catering service may not be available at weekends if the train service is changed because of engineering work, particularly on early-morning or late-evening trains. In some cases it may not be available for the full journey. If the advertised catering service is not available, we will do our best to let you know before you join the train.

## Smoking

For the comfort and safety of all our customers, smoking and e-cigarettes are not allowed on any of our trains or at our stations.

Smoking is allowed in car parks and in outside areas of our stations.

## Have you lost something?

All lost property that is handed in or found by our staff is sent to our lost property office at London Waterloo station. The lost property office is open from 0730 (7.30am) to 1900 (7pm), Monday to Friday. It is closed at weekends and on bank holidays.

We work with MissingX, the world's largest lost property database. To find your lost item, please visit [missingx.com](https://missingx.com) to carry out a search of our network.

You can register your lost item at [southwesternrailway.com/lostproperty](https://southwesternrailway.com/lostproperty), or by phoning our lost property office on **020 7401 7861**.

Please allow at least 24 hours for us to receive the items in our lost property office. There may be a charge for returning your item, and we will tell you how much this will be if we find your item. (For guidance on the charges please see the lost property section of our website.)







# Help and assistance

**We are committed to meeting the needs of all our passengers and we will help you to plan and make your journey if you need us to. We want to make sure that nothing we do makes it difficult for you to use our services.**

## **Disabled People's Protection Policy (DPPP)**

Our Disabled People's Protection Policy sets out our commitment to helping you if you have a disability or limited mobility, or are an older person.

You can read a copy of the policy on our website at **[southwesternrailway.com/assistedtravel](https://southwesternrailway.com/assistedtravel)** or ask our station staff for a copy of the booklet. The DPPP is available in other formats (for example, in Braille, audio or large print) from our Assisted Travel team (phone **0800 528 2100**).

## **Assisted travel**

If you are an older person or have a disability, our Customer Service Centre can give you advice on travelling with us. If you need help, please contact our Freephone assisted travel service on 0800 528 2100 or use the form on our website.

If you or somebody travelling with you needs help, please try to let us know 12 hours before you travel for journeys on our trains between any two of the stations we manage.

Between 0600 (6am) and 2200 (10pm), we only need four hours' notice for journeys between any two of the following stations: Basingstoke, Bournemouth, Clapham Junction, Earlsfield, Feltham, Guildford, Kingston, London Waterloo, New Malden, Norbiton, Portsmouth and Southsea, Portsmouth Harbour, Putney, Queenstown Road, Raynes Park, Richmond, Salisbury, Southampton Central, Staines, Surbiton, Twickenham, Vauxhall, Wandsworth Town, Wimbledon, Winchester, and Woking.

For journeys that go beyond our network we recommend that you give us 24 hours' notice. We understand that it's not always possible to let us know if you need any help before you travel and we will do all we can to help on the day. It may take some time to arrange help, and if we can't help you, our staff will do their best to explain why.

## Reserving a wheelchair space

We provide wheelchair spaces and priority seating on all trains. You can reserve a wheelchair space on long-distance trains by contacting our Assisted Travel team. Reservations are made on a first-come, first-served basis.

## Station and train access

Unfortunately, not all our stations offer step-free access. If steps or steep slopes are a problem for you, we will arrange alternative transport (usually a taxi), at no extra cost to you, to take you to and from the nearest or the most convenient accessible station.

If stations are accessible to you but are not staffed, staff on our trains will help you get on and off the train.

If you use a wheelchair or have limited mobility, we have ramps on all our trains and at stations to help you to get on and off our trains. Every train has a guard who will help you use the ramps.

Please note that there are no wheelchair spaces in first class on our trains, and there's no wheelchair access to accessible toilets from first class.

A map showing which stations have step-free access is available at [southwesternrailway.com/assistedtravel](https://www.southwesternrailway.com/assistedtravel) and in our Making Rail Accessible leaflet, which is available online, from our staffed stations and from our Customer Service Centre.

## Car parking

At most stations we provide marked bays for Blue Badge holders. If these are within the station's chargeable parking area, the normal daily car parking rate will apply.

## Reduced-price tickets

We offer reduced fares for disabled passengers. For information on the full range of discounts available, please see the Disabled Persons Railcard leaflet. This includes details of discounts that are available with or without a Disabled Persons Railcard. The leaflet is available at staffed stations or from our Customer Service Centre. You can get details on our website at **[southwesternrailway.com/disabledpersonsrailcard](https://southwesternrailway.com/disabledpersonsrailcard)** or at **[disabledpersons-railcard.co.uk](https://disabledpersons-railcard.co.uk)**.

## Accessible information

We provide induction loops at every station ticket office and at all Help Points to help hearing-aid users. If you need information in another format, such as Braille, audio or large print, please contact our Customer Service Centre.

## Travelling with young children or while you are pregnant

All pregnant women can apply for our ‘baby on board’ badge free of charge. This will help other customers to know that you may need a seat. We have discontinued our first-class upgrade, which was only available to Season Ticket holders. If we had already given you a first-class upgrade, we agreed to honour this until 11 November 2019.

All our trains with toilets have at least one 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, but you must carry your child separately.

## Planned engineering work

We aim to provide information on planned changes at least six weeks beforehand on our website at [southwesternrailway.com](https://southwesternrailway.com). We will include this information in our published timetables when we can. Information about planned engineering work is also available on our app and on the National Rail Enquiries app. We display this information closer to the time at every station on our ‘Changes to train times’ posters.

You can also follow us on Twitter (**@SW\_Help**) or call our Customer Service Centre (**0345 6000 650**) for updates.

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

## Replacement bus services

When it is not possible to provide a train service because the track needs to be closed, we will provide a replacement bus service. We're sorry but you will not be able to take the following items on the replacement bus services.

- Large items of luggage
- Prams and pushchairs that do not fold
- Cycles that do not fold
- Animals (except assistance dogs)

We have published our Passenger Information During Disruption (PIDDD) Local Plan as part of our efforts to be more open than ever before. The plan sets out:

- how and when we will keep you informed of incidents that affect the train service;
- who is responsible for returning the train service to normal; and
- the standards that we aim to meet.

## If things go wrong

We work with Network Rail and other operators to do our best to avoid cancelling trains and reduce delays. More information is available on our website at [southwesternrailway.com/pidd](https://southwesternrailway.com/pidd).

However, disruption to services can and does happen. When it does, we are committed to the following.

- We will keep you informed at stations and on trains by providing as much information as possible about delays.
- If the train you are on is delayed during your trip, we will get you to the station you are going to if we can (by bus or taxi if necessary). 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.
- We will provide free non-alcoholic refreshments (when available and while stocks last) on trains that are delayed for an hour or more.
- We will make it easy for you to claim any compensation you are entitled to through Delay Repay. You can do this on our website or app, or by filling in a paper application form, which you can get from staffed stations.

You can also get up-to-date travel information about our train services on:

- our website at **[southwesternrailway.com/plan-my-journey](https://southwesternrailway.com/plan-my-journey)**;
- our customer information screens at stations;
- Twitter **@SW\_Help**; and
- our app or the National Rail Enquiries app.



# Compensation for delays

If you're travelling on one of our trains and are delayed by 15 minutes or longer, you can claim compensation under our Delay Repay scheme regardless of the reason for the delay and if you used your Oyster card or a contactless payment method to buy your ticket.

This also applies if your train is delayed or cancelled and this causes you to miss a connecting National Rail train. If an emergency or amended timetable is in place, we will publish this beforehand and your Delay Repay compensation for delays is calculated according to the revised timetable. We may introduce an emergency or amended timetable for reasons such as planned or emergency engineering work, industrial action and severe weather conditions.

We will offer the following compensation.

Length of stay (minutes)	Amount of compensation available for tickets (as a percentage of your ticket price)		Amount of compensation (as a percentage of the value of the delayed journey)
	Single ticket	Return ticket	Season Ticket
15-29	25%	12.5%	25%
30-59	50%	25%	50%
60-119	100%	50%	100%
120 or more	100%	100%	100%

If you are travelling with a Season Ticket, your Delay Repay compensation will be based on (and will never be more than) the total cost of two single journeys. This will be calculated in the following way.

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

If you have any extra comments to make about your journey, please fill in the form on our website at [southwesternrailway.com/contact-and-help/contact-us-form](https://southwesternrailway.com/contact-and-help/contact-us-form).

If you have a combination of tickets for your journey, we will compensate you for your whole journey.

If part of your journey was with another train company, we will compensate you if we caused the delay. If we were not responsible for the delay, we will pass your claim to the other train company and ask them to contact you. We will always let you know when we have done this.

### Automated Delay Repay

Automated Delay Repay (ADR) is a new service to make Delay Repay claims even easier. With ADR, we will, in many cases, automatically start a Delay Repay claim for you if we think you've been delayed by 15 minutes or more. If you



have bought a Season Ticket on your Touch Smartcard from our website or have bought an Advance ticket from our website, you will need to create an account at **delayrepay.southwesternrailway.com** and opt in to Automated Delay Repay. You will need to tap or scan in and out at the start and end of your journey for us to be able to pay compensation under ADR.

### Informing you of your compensation rights

We will explain how you can claim compensation through the Delay Repay scheme on posters at stations and on trains, on our website and on our customer app.

If there is a delay of 15 minutes or more, we will make announcements on the train about compensation (including about how to claim). You can get a claim form from our website and at staffed stations. We will also tell you on our website and customer app when you can claim compensation.

### Applying for compensation

You must apply for Delay Repay compensation within 28 days of your delay. The easiest way to claim your compensation is through the compensation page on our website at **delayrepay.southwesternrailway.com**. You can make a new claim for each delay or, if you register with us, we will save your details to make it easier for you to make future claims and be able to claim through our customer app. If you have a Season Ticket, you can log details of the ticket and upload a photograph or scan of it to our website or app. We can then use these for future claims.

You can also get a paper application form from your local station. Once you have filled in the form, you can hand it in to a member of staff or post it to us free of charge. We aim to process claims within 20 working days. If you fill in a paper claim form, we will pay any compensation by cheque or in rail travel vouchers, which you can use in full or part payment for any rail journey with any train company.

When you make your claim, you will need to show us your ticket receipt, collection receipt, booking-reference email or any sales voucher. We will accept a photograph or scan of the ticket or, if you have a Season Ticket, the ticket number.

If the station you travelled to has an automatic ticket gate, please explain to the member of staff managing the gates that you want to keep your ticket to make a claim. If you paid by Oyster card or contactless payment, we know you won't have a physical ticket to scan or return to claim compensation.

We will need to see either:

- your Oyster Season Ticket, a receipt showing the date you bought the ticket, the price you paid and the zones covered by the Oyster card; or
- if you are using Oyster pay as you go or a contactless payment card, a printout showing where you touched in and out, and the cost of your journey. If your card is registered with Transport for London, you can get a statement by visiting **[tfl.gov.uk](https://tfl.gov.uk)**.

We will pay any compensation by BACS payment, a refund to your payment card (not including American Express or building society cards) or rail travel vouchers.

### Exclusions

In line with the National Rail Conditions of Travel, we will always consider all extra compensation claims for any extra losses or costs caused by one of our trains being cancelled or delayed (for example, the cost of a new plane ticket if you miss a flight). This does not affect your legal rights to make claims under the Consumer Act 2015. Please fill in the complaint form on our website at **[southwesternrailway.com/makeacomplaint](https://southwesternrailway.com/makeacomplaint)** if you want to claim extra compensation.

Note: You must not try to claim the same money twice, for example under both our claims process and the Consumer Rights Act 2015. However, claiming compensation using our claims process does not affect any extra rights you have by law, for example under the Consumer Rights Act 2015 if we are at fault.



# Listening to your views

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

## **Online customer forum**

You can use our new online forum to give us feedback on our performance and help shape our future business decisions, such as timetable changes and station improvements.

You can access the forum through our website and it is available to all customers, once they have registered with us.

## **Meet the Manager sessions**

We will hold 'Meet the Manager' sessions at stations and on our trains.

These sessions will give you the opportunity to talk directly with our senior management team. We will tell you about the projects we are working on to improve your railway and listen to your feedback on how we are doing.

You can expect to receive responses to any concerns you raise at these sessions and gain an insight into how we run our business. Look out for the meeting programme on our website.

## **Customer app**

You can also use our new customer app to book tickets online, check journey information, access the customer forum, report crimes to British Transport Police and follow our compensation claim process.

## Live chat

Live chat (where you have a typed conversation with a member of staff) is available on our customer app and on our website at **[southwesternrailway.com/contact-us](https://southwesternrailway.com/contact-us)**.

You can use it for general enquiries 24 hours a day, seven days a week (except Christmas Day and Boxing Day).

## Making a comment or complaint

Our specialist Customer Service Centre team is there to receive your comments or deal with your complaint. If your comment or complaint is about another train company, we will pass it on to the correct company. We will tell you we have done this and give you that company's contact details.

Comment forms are available at all staffed stations, and our Customer Comments and Complaints Handling Procedure is available from our Customer Service Centre or you can read it on our website.

## Our response times

We aim to respond to all letters and emails from customers within five working days (and provide a full answer to 95% of customers within 20 working days), answer 80% of customers' phone calls within 20 seconds and respond to 90% of live-chat requests from customers within one minute.

# Contact information

South Western Railway Customer Service Centre

Write to us at:

**Freepost**

**SWR Customer Relations**

Phone: **0345 600 0650**

Textphone: **0800 692 0792**

Use the online form on our website:

**[southwesternrailway.com/contact-us](https://southwesternrailway.com/contact-us)**

If you are not happy with our reply, please let us know.

## Rail Ombudsman

If you have a complaint about the service you have received from us, please give us the opportunity to try to deal with it.

If you are not happy with the response you receive from us, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help deal with ongoing complaints and disputes between us and our customers.

It's free to use the Rail Ombudsman's services and they are independent of the rail industry. They don't take sides, but just look at the evidence that is available. They will help us both try to reach an agreement and, if we can't, they will decide based on the evidence they've received. If you agree with their decision, we must act on what they say.

You can appeal to the Rail Ombudsman if:

- you're not happy with our final response to your complaint which we send you in a letter or email that is sometimes called a 'deadlock letter' (no more than 12 months must have passed since we sent you our final response); or
- we haven't dealt with your complaint within 40 working days of receiving it.

There are some complaints that the Rail Ombudsman won't be able to look into. For example, they can't help with complaints about the way one of our services has been designed, industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was introduced. If that's the case, they will contact you to let you know and, if possible, transfer your complaint to another organisation that may be able to help you, such as Transport Focus or London TravelWatch (the independent consumer watchdogs for the rail industry). London TravelWatch or Transport Focus will independently review your complaint and, where appropriate, follow up on your behalf.

Website: **[railombudsman.org](https://railombudsman.org)**

**Opening hours:**

Monday to Friday, 8am to 8pm

Saturdays and bank holidays, 8am to 1pm (except Christmas Day)

**Contact details:**

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

Phone: 0330 094 0362

Textphone: 0330 094 0363

Post: Freepost – Rail Ombudsman



## Visit us at **southwesternrailway.com**

- Buy tickets online
- Plan your journey
- Find out about special offers and days out
- Find train times
- See live train information
- See the latest news



## Free travel alerts **southwesternrailway.com/alerts**

Register with us for up-to-date information about train services, delays and alterations.



## Twitter **@SW\_Help**

Follow us on Twitter and be the first to know what's happening on our network.



## **Facebook.com/SWRailway**

For information about our network and details of our latest offers.



## Customer Service Centre **0345 6000 650**

Our UK-based team are available seven days a week from 6am to 10pm.

- Buy tickets using a credit card or debit card
- Give us your comments and suggestions



## Assisted travel | Textphone **0800 5282 100 | 0800 692 0792**

This is a Freephone service for older and disabled passengers (open 24 hours a day). We recommend booking assisted travel at least **12 hours before your journey**.



## National Rail Enquiries **0345 748 4950**

# South Western Railway



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