

# Passenger's Charter

Setting out our  
commitment to you

Valid from April 2021



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.

Our Customer Experience team 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**.

## 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).



Glen  
Customer Service Assistant  
South Western  
Railway

SWR

# Travelling safely with us

Your safety is our top priority. In response to the Covid-19 pandemic, we're working hard to ensure our stations and trains are clean and safe. Here's how:

- Continuing to pay particular attention to commonly touched surfaces such as ticket machines, grab handles, stair handrails and door buttons when cleaning our stations and trains.
- Using a powerful sanitising product which provides strong, long-lasting antimicrobial protection against a range of bacteria, viruses and pathogens.
- Rolled out hand sanitiser dispensers across our network.
- Outlining when our key services and flagship stations tend to get busy so you are able to travel at quieter times.
- Floor markings at our stations to encourage social distancing.
- Stickers on board our trains to encourage social distancing when you are looking for a seat.
- Making regular announcements and using our information screens to remind customers of the latest guidance on social distancing.
- Encouraging good hand hygiene amongst our colleagues.

There's lots more useful information at [\*\*southwesternrailway.com\*\*](https://www.southwesternrailway.com)

Please check before you travel.

# 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](https://www.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' is available on our customer app or on our website.
- Follow us on Twitter [@SW\\_help](https://twitter.com/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](https://www.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](https://www.traveline.info) or, in London, [tfl.gov.uk](https://www.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 or through our app**

You can buy tickets on our website at **[southwesternrailway.com](https://www.southwesternrailway.com)** or on our **app**.

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).

It is your responsibility to ensure your phone is charged and to show your eTicket for inspection when requested.

## **Ticket machines**

All our stations (except Beaulieu Road, Holton Heath, Longcross, Millbrook, Redbridge, Mottisfont & Dunbridge and Dean) 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 our 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.

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 gate. You can also opt into Automated Delay Repay, which makes claiming even easier with just 'One Click'. You can order a smartcard from our website, or from a growing number of ticket offices, for available stations visit our website.

For more information on smart ticketing, visit [\*\*southwesternrailway.com/smart\*\*](https://www.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 or exchange your ticket to travel on another day. 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. For further information visit our website [southwesternrailway.com/refunds](https://www.southwesternrailway.com/refunds)

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 your refund will be calculated from the date you returned the ticket. 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 less an administration fee. 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 10 months and 12 days. For calculation please follow the link: [https://www.nationalrail.co.uk/times\\_fares/season-refund-calculator.aspx](https://www.nationalrail.co.uk/times_fares/season-refund-calculator.aspx)

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 a replacement. You will usually have to pay an

administration fee. If you have a Touch Smartcard, we will cancel the card and arrange a replacement. If your Season Ticket stops working in the ticket gates, we will exchange it for free. Simply visit one of our ticket 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://www.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 through Delay Repay. Further details regarding this can be found on Page 26, Delay Repay - Do Not travel Messaging.

## 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://www.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, or from 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 contact us at **Twitter (@SW\_Help)**, on live chat via our website or by calling our Customer Service Centre or National Rail Enquiries for advice (see back page for contact details).

## 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. 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.

It is your responsibility to ensure your phone is charged and to show your e ticket for inspection when requested. If you are unable to do so you may have to buy a new ticket or pay a Penalty Fare.

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 send us proof of your original tickets - just follow the directions on our website.

- Your Railcard must be valid for the day and time of your journey.
- 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://www.southwesternrailway.com/refunds).

## Ticket gates

There are automatic ticket gates at many stations on the network. 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.

Every carriage on all of our trains have priority seats for those with reduced mobility, who are pregnant or less able to stand. These seats are signposted on our trains. These priority seats have additional legroom to make them easier to use.

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://www.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 contact BtP on **0300 1232211** (non-emergency line)

## 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.

## Smoking

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

## 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.**

## **Accessible Travel Policy (ATP)**

Our Accessible Travel 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://www.southwesternrailway.com/assistedtravel) or ask our station staff for a copy of the booklet. The ATP 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 4 hours before you travel for journeys on our trains between any two of the stations we manage.

If your journey involves other operators, it is a good idea to let us know 6 hours before your travel time if you require any assistance.

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 line on **0800 5282 100**. 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 for you and one companion, 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/plan-my-journey/our-network](https://www.southwesternrailway.com/plan-my-journey/our-network)** and in our Making Rail Accessible leaflet, which is available online, from our staffed stations and from our Customer Service Centre.

## If booked assistance hasn't been available or failed

In the event that we've not been able to provide you with assistance that you've booked then please get in touch. You'll also be entitled to compensation from us if our assistance arrangements have failed, - more details can be found on our website **[southwesternrailway.com/travelling-with-us/assisted-travel](https://www.southwesternrailway.com/travelling-with-us/assisted-travel)**

## 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.

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.

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\*\*](https://twitter.com/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 our website at [southwesternrailway.com/plan-my-journey](https://www.southwesternrailway.com/plan-my-journey) or by contacting National Rail Enquiries or our Customer Service Centre. Our staff at stations and on trains will also be able to help you.

## Replacement bus and coach 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)

All replacement buses used are wheelchair accessible, however, it is not always possible to procure a wheelchair accessible coach. We are working with coach operators and the Department for Transport to increase the number of wheelchair accessible vehicles in Great Britain. If we are not able to procure a vehicle that is suitable for your needs, our teams will discuss this with you in advance of travel (if you have pre-booked any assistance) or at the station on the day any alternative arrangements, such as a taxi, will be provided for you.

## If things go wrong

We work with Network Rail and other operators to do our best to avoid cancelling trains and reduce delays. We have published our Passenger Information During Disruption (PIDD) 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.

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 or Automated Delay Repay (available for SWR Smartcard Season and Advance Ticket holders). More details can be found on [page 24](#).

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 your ticket type and the reason for your delay.

If you have a registered SWR Smartcard you can benefit from Automated Delay Repay (ADR) making claims even easier with just "one click", more details can be found on [page 24](#).

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 your ticket includes travel on other types of transport such as a bus or ferry, we will only compensate you for delays to the rail part of your journey.

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 service to make Delay Repay claims even easier with just “one click.” 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](https://delayrepay.southwesternrailway.com) and opt into 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](https://delayrepay.southwesternrailway.com). You can make a new claim for each delay, you will need to 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. You can choose which account the compensation should be paid and your preferred method of payment. 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 or to the charity Action for Children, a refund to your payment card (not including American Express or building society cards) or rail travel vouchers.

## Do Not Travel Messaging

If we tell you not to travel due to disruption and you decide not to do so, you can claim a full refund of your ticket from the original retailer. This also applies if you have started your journey and abandon it due to disruption. Alternatively, you can return the unused tickets to where you bought them, no later than 28 days after they expire, this also applies to Advance tickets. If you are a Season Ticket holder (monthly or longer), you can claim your compensation through Delay Repay.

## Valid claims

Customers are responsible for submitting valid claims and we reserve the right to check the validity of all claims we receive. We accept claims made by a third party as long as they are made in the name of the claiming passenger. We will not make any payment to a third party. We treat fraudulent claims very seriously and will take further action if appropriate.

## 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://www.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.

## Meet the Manager sessions

We will hold Meet the Manager sessions on a one-to-one basis, either in person or digitally.

These sessions will give you the opportunity to talk directly with a member of 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 dates on Twitter and our website.

## Customer app

You can also use our customer app to book tickets online, check journey information, 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://www.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 Customer Service Centre team are there to receive your comments or deal with your complaint. You can contact them via our website [southwesternrailway.com/contact-us](https://www.southwesternrailway.com/contact-us). Our Complaints Handling Procedure is available at [www.southwesternrailway.com/contact-and-help](https://www.southwesternrailway.com/contact-and-help)

## **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 complaints 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

Use the online form on our website:

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

**Phone:** 0345 6000 650

**Text Relay Service:** 18001 0800 52 82 100

**Or write to us at:**

**Freepost**

**SWR Customer Relations**

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](http://railombudsman.org)**

**Opening hours:**

Monday to Friday, 9am to 5pm excluding Bank Holidays.

**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**

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- 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.

- Give us your comments and suggestions



Assisted travel | Text Relay Service  
**0800 5282 100** | **18001 0800 52 82 100**

This is a Freephone service for older and disabled passengers (open 24 hours a day). We recommend booking assisted travel at least **4 hours before your journey**.



National Rail Enquiries  
**0345 748 4950**

**South Western**  
 **Railway**



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