

## Are Oyster cards part of the penalty fares scheme?

Yes – Oyster cards are a kind of ticket, and you could get a penalty fare if yours doesn't cover your journey. So you need to make sure you:

- load your card with the right ticket or money for your trip
- touch in and out at the start and end of your trip
- only use it in zones you have enough money (or the right ticket) for.

## What if I find I don't have my Season Ticket and/or photocard before I get on the train?

You need to buy a ticket for your journey before you get on board.

After your journey, you can claim a refund at the ticket office where you bought your Season Ticket. Please remember you can only get this type of refund twice in 12 months. The second time, we'll charge you a £10 administration fee.

## What if I find I don't have my Season Ticket and/or photocard on the train?

### If you realise before we ask to see your ticket

Just tell a member of staff on the train and they'll let you know what to do.

### If a Collector asks to see your ticket

If a Collector – who can give you a penalty fare – asks to see your ticket, let them know what's happened. They will record your Season Ticket details and give you an authority to travel. This way you won't have to buy a ticket or be charged a penalty fare and can carry on with your journey.

### What you need to do after your journey

When you've finished your journey, please send the authority to travel to the address on it, with a clear photocopy of both your Season Ticket and your photocard. If you do not have a valid Season Ticket and are given an authority to travel you will still have to pay the fare at a later date. If you do not send off the authority to travel with a copy of your valid Season Ticket and photocard you may incur further charges and/or go to court.

### If another staff member asks to see your ticket

If another staff member, like a train guard, asks to see your ticket, let them know you don't have your Season Ticket and/or photocard with you and buy a ticket for your journey from them. Then you can claim a refund for the replacement ticket at the office where you bought your Season Ticket. Please remember you can only do this twice in 12 months. The second time, we'll charge you a £10 administration fee.

## What if I use my Railcard discount to buy a ticket but can't show my Railcard when you check my ticket?

The discounted ticket is only valid with your Railcard. If you can't show your Railcard when we check your ticket, you may have to

pay a penalty fare. If you get on board and realise you've forgotten your Railcard, tell a member of staff and they will tell you what to do. If you receive a penalty fare or unpaid fare notice for failing to show your Railcard, you can ask us to cancel it. We'll only give one refund in any 12 month period.

## What if I travel beyond my destination?

If you don't buy a ticket for your whole journey, you may have to pay a penalty fare.

It's your responsibility to make sure you have the right ticket for your whole journey. If you know that you'll be travelling beyond your usual stop, you must buy the extra tickets before you get on your train.

If your plans change you may be able to buy the other tickets you need on board. If not, get off at your original destination to buy the extra tickets before you carry on with your journey.

## ! If you get a penalty fare

### Do I have to pay the penalty fare straightaway?

You don't have to pay in full straightaway.

### If you can't pay the full amount

You can make the minimum payment – which is the full standard single fare for your journey. You will receive the penalty fare to the next station stop. If you want to continue your journey to your destination you must buy a ticket.

You then have 21 days from the day after the penalty fare notice to pay in full, pay the balance or appeal. If you fail to do any of these further charges may apply or we may take you to court. You can:

- appeal online at [appealservice.co.uk](http://appealservice.co.uk)
- write to The Independent Appeals Service, PO BOX 267, Petersfield, GU32 9FH.

The service is independent to South Western Railway and they will consider your appeal based on the facts. There's more about how to appeal on the penalty fare notice you got from the Collector. See [Can I appeal against a penalty fare?](#) for more details on appealing.

### How can I pay for my penalty fare?

If you pay the full or minimum amount (the full standard single fare for your journey) to the Collector, you can pay with cash or any major credit and debit cards, except Solo and Electron.

If you don't pay the Collector, you have 21 days to pay in full or appeal from the day after you got your penalty fare.

## If you'd like more information

This leaflet is only a guide to our penalty fares scheme. The conditions of our scheme can change at any time.

If you have any questions about our penalty fares scheme or you'd like to read our full Penalty Fares Rules:



Call us on **0345 6000 650**



Write to **Customer Service Centre,**  
South Western Railway, Overline House,  
Southampton, SO15 1GW.

# Penalty fares



South Western Railway  
**penalty fares scheme**

April 2018

South Western  
Railway

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Railway

## About our penalty fares scheme

If you travel on one of our trains without paying the right fare, we may charge you a penalty fare – for not having the right ticket. This will be £20 or twice the full single fare to the next station, whichever is more.

Our penalty fares scheme applies to journeys across our South Western Railway network. This leaflet tells you everything you need to know about how it works and how you can avoid getting a penalty fare. There's also a map on pages 4 and 5 to show you the stations and routes it covers.

### Why do we have a penalty fares scheme?

Most of our passengers buy the right tickets for their journeys. But there are some who don't. We want to make sure every passenger on our trains pays the right amount for their trip, so it's fair for everyone.

### How can we help you avoid penalty fares?

We are always improving our ticket facilities and services to make it easier for our passengers to buy the right ticket before they travel:

- We regularly check we have enough ticket machines and staff at our ticket offices.
- There are lots of yellow readers at our stations for you to touch in and out with your Oyster card, so you pay the right amount.
- Our staff are always happy to check you have the right ticket if you're not sure.

## What you need to know

### About the penalty fares scheme:

#### How does South Western Railway's penalty fares scheme work?

If you travel without a ticket (or the right ticket) on one of our trains, from a station that's part of the penalty fares scheme, you may have to pay a penalty fare. You'll need to give your name and address.

#### If a 'Collector' checks your ticket

A Collector is the only person who can give you a penalty fare. If they ask to see your ticket, you might have to pay a penalty fare of £20 or double the full single fare to the next station – whichever is more.

If you want to go beyond the next station, you will also have to buy a full single or return ticket for the rest of your journey.

#### If another staff member checks your ticket

If another staff member – like a guard – checks your ticket, they can't give you a penalty fare. But you will have to buy a full single or return ticket for the journey you've made or want to make. You won't get any discounts (for example with your Railcard) or any other special terms.

#### How can I avoid a penalty fare?

Before you travel, buy a ticket for your journey from the ticket office or one of our ticket machines, and check it's the right one before you get

on the train. If you're not sure if you have the right ticket, just ask at the ticket office or give us a call on 0345 6000 650.

For Oyster cards, make sure you touch in and out. Any tickets you bought online will be loaded, and it will help make sure you pay the right fare if you use pre-pay. You can only use Oyster cards in London travelcard zones.

We no longer have agreements with other train operating companies when it comes to penalty fares, so they will not charge you a penalty fare under our scheme.

## ✓ Making sure you have the right ticket

### Where can I buy my ticket?

#### At ticket offices at our stations

You can get the full range of tickets at the ticket office. If you want to buy a ticket with your Smartcard, we can't add it to the card for you at the moment. But we can give you a paper ticket with the same terms and conditions.

#### From ticket machines at our stations

You can buy most tickets with cash or a card from our ticket machines if you're travelling straightaway, including weekly Season Tickets. You can't buy monthly or yearly Season Tickets from the machine – you need to go to the ticket office or call us. You can also load tickets to your Smartcard at ticket machines at stations outside London.

#### Over the phone on 0345 6000 650

You can buy the full range of tickets over the phone. Then you can pick them up at any of our ticket machines after 2 hours, using the card you paid with.

We can also send you your tickets if that's easier. You just need to buy them at least five working days before your trip.

#### Online at southwesternrailway.com

You can buy a wide range of tickets online. For extensions to your existing ticket you'll need to go to the ticket office or a ticket machine.

#### From a permit to travel machine at some stations

If your station doesn't have a working ticket machine or ticket office, you need to buy a permit from the permit to travel machine. These machines only take coins. You need to put the full fare in (if you know it) or as many coins as you have up to that amount. The minimum you need to put in is 5p. Then, you need to swap your permit for the right ticket on the train or at a ticket office within 2 hours. You'll need to pay the extra if you didn't have enough for the full fare when you bought your permit.

#### What if the ticket office is closed – or there isn't one?

Each station in the penalty fare zone has at least one ticket machine and/or a permit to travel machine. So you can buy your ticket or a permit to travel before you get on your train.

#### What if the ticket office is closed – or there isn't one – and the ticket and permit to travel machines are out of order?

This is very rare. But our Collectors have up-to-date information about stations where it's not possible to buy a ticket or permit to travel. So if you can't buy a ticket or permit at your station, get on the train and let one of the staff know straightaway. You then need to buy your ticket at the first available opportunity.

#### What if I want to pay by credit card and the ticket office is closed or there isn't one?

You can buy a ticket from one of our ticket machines – they all take credit cards. If the machine isn't taking cards, you can use cash if you have it.

#### What if I don't have time to buy a ticket?

It's your responsibility to buy your ticket before you travel, so you need to leave yourself enough time to do that. If you are running late and don't buy a ticket, you may have to pay a penalty fare.

#### Can I pay on the train or at my destination if I'm in a rush?

No, not if you're travelling from a penalty fares station on a penalty fares train. If you get on the train without paying, you may have to pay a penalty fare.

#### Are Oyster cards valid on South Western Railway?

Oyster cards are valid on our trains and stations in London. You can top them up at our ticket machines at London stations. Have a look at the map below for details.

