

# Chiltern Railways

## **The Chiltern Railway Company Limited Penalty Fares Scheme**



## **2. Penalty Fares Trains**

- 2.1. For the purposes of this scheme, all the trains that operate on the routes shown in the table below will be penalty fares trains. A map showing the routes on which the penalty fares trains run is attached as Appendix A.

### **3. Penalty Fares Stations**

3.1. For the purposes of this scheme, the following are stations at which the CRCL Penalty Fares will apply:

London Marylebone	Wembley Stadium
Northolt Park	Sudbury & Harrow Rd
Sudbury Hill Harrow	South Ruislip
West Ruislip	Denham
Denham Golf Club	Gerrards Cross
Seer Green and Jordans	London Paddington*
Beaconsfield	High Wycombe
Saunderton	Princes Risborough
Haddenham and Thame Parkway	Bicester North
Kings Sutton	Banbury
Leamington Spa	Warwick
Warwick Parkway	Dorridge*
Hatton	Lapworth
Widney Manor*	Solihull*
Olton*	Acocks Green*
Tyseley*	Small Heath*
Birmingham Moor Street	Birmingham Snow Hill*
Jewellery Quarter*	The Hawthorns*
Smethwick Galton Bridge*	Langley Green*
Rowley Regis*	Old Hill*
Cradley Heath*	Lye*
Stourbridge Junction*	Hagley*
Blakedown*	Kidderminster*
Monks Risborough	Little Kimble
Aylesbury	Stoke Mandeville
Wendover	Great Missenden
Harrow on the Hill*	Rickmansworth*
Chorleywood*	Chalfont and Latimer*
Amersham*	Oxford*
Claverdon*	Bearley*
Blakedown	Wilmcote
Stratford-upon-Avon	

**Note: Stations marked with an asterisk are stations where Chiltern Railways is not the Station Facility Operator (SFO).**

***The Chiltern Railway Company Limited  
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#### **4. Compulsory Ticket Areas (CTAs)**

4.1. The following stations will retain clearly marked Compulsory Ticket Areas

Station	Part of Station covered by CTA	Reason for CTA
London Marylebone	Platforms	These are stations where all passengers must have a ticket to enter the platforms in order to make a barrier check practical. There will be clear signage
Gerrards Cross	Platforms and footbridge	
Beaconsfield	Platforms and footbridge	
Aylesbury	Platforms and footbridge	
Birmingham Moor St	Platforms and footbridge	
Birmingham Snow Hill	Platforms and concourse	
High Wycombe	Platforms and underpass	
South Ruislip	Platforms and underpass	
Harrow on the Hill	Platforms and underpass and overbridge	
Rickmansworth	Platforms	
Chorleywood	Platforms	
Chalfont and Latimer	Platforms	
Amersham	Platforms	

4.2. At stations shown above where there is a CTA, Platform Tickets will be sold by the ticket office for a small fee of not more than £1.00 to people who wish to enter the CTA but do not wish to travel. This will include people who are seeing passengers off, helping passengers or meeting passengers. People who are helping passengers with disabilities will not be charged to enter the CTA. Platform tickets will not be required to enter the CTA area when ticket offices are closed and signage will endorse this.

## **5. Ticket Facilities**

- 5.1. Appendix B shows the ticket facilities that are provided at each station where the CRCL Penalty Fares Scheme will apply, along with the ticket office opening hours. A second way of buying tickets is provided in the form of PERTIS (Permit to Travel) or other self-service ticket machines.
- 5.2. The ticket facilities at each penalty fares station are sufficient to meet the Ticketing and Settlement Agreement and the relevant SFO's Passenger Charter queuing standards under normal circumstances at all times of day. The Passengers Charter queuing standard at CRCL stations is 5 minutes during the peak, and 3 minutes off peak. In times of exceptional demand at individual stations we will switch on PERTIS machines. Where queuing standards are not met regularly we will invoke provisions necessary to ensure sufficient ticket office windows are provided and sufficient staffing is provided to restore queuing standards.
- 5.3. At staffed stations operated by CRCL staff will check PERTIS and other self-service ticket machines every day that the station is staffed. Staff will be trained to put faults right themselves whenever possible, otherwise our maintenance contractor will repair any faults. Under our maintenance contract, machine faults will normally be corrected within 48 hrs.
- 5.4. At unstaffed stations, Ticket machines will be physically checked at least weekly, but more normally every two days. Staff will be trained to put faults right themselves wherever possible; otherwise our maintenance contractors will repair any faults. Under our maintenance contract, machine faults will normally be put right within 24 hours.
- 5.5. At staffed stations operated by L&BR, PERTIS machines will normally be switched off when the ticket office is open, but will be switched on by the ticket office staff when the ticket office closes. Ticket office staff will be given instructions to switch on any PERTIS machine whenever unusually long queues build up at the ticket office as per 5.2.

## **6. Publicity and Warning Notices**

- 6.1. The CRCL Penalty Fare scheme extends an existing penalty fare scheme. In order to prevent passenger confusion notices regarding the introduction of the extended scheme will not be displayed at stations where penalty fares already exist.
- 6.2. CRCL will issue a revised penalty fares leaflet that will explain our penalty fares scheme in the format of most frequently asked questions. The leaflet will include a map showing the penalty fares stations and the routes on which penalty fares trains run. This leaflet will be available to passengers for at least three weeks before the date on which the new scheme comes into force. The wording of this leaflet is shown in Appendix C.
- 6.3. Before the new scheme is introduced we will brief all ticket office staff, platform staff, customer services staff, revenue protection staff and traincrew on how the penalty fares scheme will work. We will also keep a record of this briefing.
- 6.4. The penalty fares leaflet will be made available free of charge at all staffed penalty fares stations. We will provide a copy of the leaflet and a copy of the DfT's Penalty Fares Rules to each person who asks for information about the scheme under Rule 8. It is also our intention to display penalty fares warning messages on our customer information screens at selected key stations and our Customer Relations Team will provide alternative accessible formats such as Braille, large print, Easy-read, electronic or audio cd.
- 6.5. Penalty fares warning notices will continue to be displayed in line with Rule 4 at each penalty fares station and at the entrance to each CTA, and will continue to be displayed as long as the scheme remains in force. These notices will take the form of signs displayed at each entrance to the platform and on the platforms at interchange stations where they can be seen by any passenger changing onto a penalty fares train. The design and wording of these signs is shown in Appendix D. ATOC has drafted signing procedures in a Code of Practice on Penalty Fares and we have adopted these guidelines on new signage. We will check that these warning notices are properly displayed at each penalty fares station as part of our regular station audit visits. For stations where CRCL is not the SFO we will extend our audit process to include these stations.
- 6.6. The Useful Information Posters at all penalty fares stations operated by CRCL will continue to incorporate details of the penalty fares scheme and a penalty fares warning.

## **7. Selecting and Training Authorised Collectors**

7.1. A recruitment specialist is used to identify candidates that may be suitable to become authorised collectors. These candidates will already have had to pass basic literacy and mathematical assessments in order to reach this stage before they are formally interviewed. The respective Revenue Protection Managers for each route will interview these candidates using the person specification for the post of an authorised collector to determine if they are suitable to be employed in that role. Records of each interview are kept on personal files of those that are successful.

7.2. Each person who is to become an authorised collector will receive formal classroom training and personal one-to-one mentoring during the training programme. We will keep appropriate training records for all our authorised collectors. The training will include:

- Product training, including ticket types and restrictions, excess fares and railcards;
- National Rail Conditions of Carriage;
- National Routing Guide;
- Railway bye-laws;
- Penalty Fares Rules and Regulations;
- In depth and detailed knowledge of the CRCL Penalty Fares Scheme, including the use of discretion by authorised collectors;
- Customer service; and
- Conflict handling.

This training will be delivered by  
Transport Investigations Limited and/or  
Internal Trainers

To all on board train staff except for catering staff and drivers.

7.3. After every training course, we will assess the knowledge and ability of each trainee. We will only appoint someone as an authorised collector and issue them with the appropriate Authorised Collector identification badge if that person shows a satisfactory knowledge of the subjects listed above in 7.2

7.4. We will provide refresher training to each authorised collector every 6 months. The refresher training will cover the same subjects as the initial training, and an assessment will be carried out afterwards. If an authorised collector fails to reach a satisfactory standard in that assessment, we will not allow them to continue as an authorised collector until they successfully pass a further assessment following additional training. We will keep appropriate records of this refresher training. In



addition we will carry out annual performance reviews with each of our authorised collectors. These reviews will assist us to identify additional training that is required in any aspect of the authorised collector's role.

- 7.5. We will fully investigate all complaints and take appropriate action as necessary to resolve such matters concerning our authorised collector's and how we operate our penalty fares scheme. We will keep records of each investigation and the action that we take. If appropriate, we will remove an authorised collector from their duties and withdraw their authorised collector's identification until they have been given corrective training and have been reassessed as satisfactory.
- 7.6. Each authorised collector will be given a routine briefing by his or her supervisor or manager every 4 weeks. These briefings will cover relevant issues concerning safety, customer service, product changes and revenue protection. If there are any immediate issues or major policy changes within 4 weeks, a special briefing will be arranged, including prior to the introduction of our CRCL scheme.
- 7.7. We will use a combination of induction training and briefing to ensure that other staff, including ticket office staff, platform staff, customer service staff and traincrew, understands how our penalty fares scheme works. We will keep appropriate records of this training or briefing.

## **8. Written instructions to authorised collectors**

8.1. Authorised collectors will wear the CRCL uniform that clearly shows that they work for us. In line with Rule 5, they will carry identification and produce this when requested by a passenger. This identification will include:

- The authorised collectors photograph;
- An identifying name or number;
- A statement that they are authorised to collect penalty fares on behalf of CRCL, or on behalf of other operator(s) who have given their permission.

We will not allow authorised collectors to collect penalty fares if they do not have this identification with them. The design of this identification will be in line with the code of practice on penalty fares produced by ATOC and an example is shown in Appendix E.

On certain occasions CRCL will also deploy authorised collectors in plain clothes to tackle specific problems. On such occasions the authorised collector will carry their authorised collector badge with them and produce it as they introduce themselves to the passengers that they are checking.

8.2. When a penalty fare is charged, authorised collectors will comply with Rule 8 by issuing a penalty fares notice. The wording and layout of this notice is shown in Appendix F.

8.3. We will provide each authorised collector with written instruction concerning our penalty fares scheme in the form of a penalty fares handbook. A copy of these instructions is enclosed. These instructions will include details of our penalty fares trains, penalty trains stations, the opening hours and contact phone numbers for the ticket office at each penalty fares station and of the Integrated Control Centre, Banbury. It will include details of the arrangements made in connection with other operators' trains, passengers and penalty fares schemes. We will issue replacement pages to authorised collectors to keep their handbooks up to date whenever we make any alterations.

8.4. The instructions will clearly set out when passengers are to be charged a penalty fare and when they are not, including procedures that cover:

- Passengers who have changed onto a penalty fares train from another train;
- Passengers who have a ticket for their journey, but who are travelling by a route for which the ticket is not valid;

- Passengers with tickets that are not valid only because of a ticket restriction;
- Season ticket holders who do not have their season ticket with them.

8.5. Authorised collectors will be given the discretion not to charge a penalty fare if they feel that the passenger could not reasonably have been expected to buy one before joining the train. The authorised collector can then either charge the appropriate full single fare in line with National Rail Conditions of Carriage or charge any relevant discounted fare as appropriate under the circumstances. The instructions will set out clear guidelines for using discretion, to include the following situations:

- Passengers who have mobility problems and passengers who are frail, elderly or heavily pregnant, who may not be able to get to the ticket office easily at the station where they got the train or stand in a queue for a long time;
- Passengers who are not aware of the scheme because they are blind or partially sighted, are foreign visitors who live abroad, do not speak English very well, or have learning difficulties;
- Passengers who are travelling from stations where the only available ticket facilities are ticket machines and who have enough money (or credit or debit cards) to buy a ticket, but not the correct coins or notes needed to use the machine;
- Passengers travelling from stations where the only available ticket facilities are self service ticket machines, who claim that the machines were accepting coins only, or the exact fare and the passenger did not have the necessary coins; unless the authorised collector can confirm that the machines were in fact working normally;
- Passengers who are travelling from a station where the authorised collector has been told about long ticket office queues, or where fewer ticket windows than normal are open;
- All passengers affected by severe service disruption; and

8.6. The instructions will set out procedures to make sure that people at risk, including children, people who are elderly, frail or heavily pregnant and other vulnerable passengers are not put further at risk by charging them a penalty fare, especially at night.

8.7. The instructions will remind authorised collectors that although they may require passengers to make a minimum payment in line with Rule 8.2, passengers who are charged a penalty fare have 21 days in which to pay any outstanding amount. Authorised collectors will be given the discretion not to charge this minimum payment, but to give passengers 21 days in which to pay the full amount of the penalty fare.

8.8. If a barrier check is to be carried out at a station without a CTA, authorised collectors must ensure that:

- They carry out a thorough search of the platform area before a check starts to ensure there is no-one on the platform side of the barrier check who is not travelling;
- They are in a position where they can see that a person approaching the barrier has actually alighted from a train service or put a system in place to control access to the platforms.

8.9. Authorised CRCL collectors will not be paid commission on any revenue that they collect from Penalty Fares.

8.10. We reserve the right to prosecute passengers if we believe that they intended to avoid paying their fare. In these circumstances we will not charge them the penalty fare, or if we have already charged them a penalty fare we will cancel it and refund any money that they have already paid towards the penalty fare and inform them that this matter will now be dealt with under the terms of the Regulation of Railways Act in force at any time.

**9. Checking that ticket facilities are available and warning notices displayed**

9.1. We have set up a retail control centre within the [REDACTED]  
[REDACTED]. This will be open 24 hours a day (with the exception of Christmas Day and Boxing Day). Ticket office staff at each penalty fares station, which we operate, will inform the control centre the following:

- When they open their ticket office;
- If their ticket office closes temporarily (and when it reopens);
- If their ticket office closes before its advertised time;
- When very long queues build up (and when queuing levels return to normal);
- When ticket or 'permit to travel' machines break down, or only accept coins or the exact fare; and
- When these ticket or 'permit to travel' machines are working properly again.

In the absence of ticket office staff, platform staff or revenue protection staff the local Station Manager or his/her deputy will ensure that all self-service ticketing systems and PERTIS machines are operating normally. If faults are detected then the Retail Control centre will be notified accordingly.

9.2. At unstaffed stations, CRCL staff will report any faults found to the [REDACTED]

9.3. London Underground (Transport For London), London Midland, Cross Country Trains, First Great Western and Network Rail will be provided with relevant phone numbers and asked to contact our Integrated Control Centre to report any retail information that would affect the operation of our penalty fares scheme.

9.4. The Integrated Control Centre will keep appropriate records of the information that they have received, and will give this to the IAS as required so that they can investigate penalty fare appeals. Such information will be held for 6 months before being destroyed.

9.5. We will give each authorised collector a message pager, and the Integrated Control Centre will send details of ticket office closures, very long queues, and faulty self-service ticket machines to every authorised collector on their route. We will also give each authorised collector a mobile phone so that they can confirm whether ticket offices are open and

whether self-service ticket machines are working properly, with the Retail Support Centre or with the station staff.

Related Control Centre

Related Control Centre

Related Control Centre

## **10. Selling tickets on board trains**

10.1 The only staff we intend to train to be authorised collectors are Customer Service Inspectors [REDACTED] and Train Hosts ([REDACTED] Birmingham). We do not intend to train conductors, guards or any other on-train staff to be authorised collectors. Staff who are not trained, as authorised collectors will not be allowed to sell tickets on board penalty fares trains unless they are accompanied by an authorised collector.

10.2 All Authorised Inspectors will be subject to an equipment and procedure audit at least every three months. Random checks will also be carried out by supervisors and managers to make sure all correct equipment is carried and that they are conducting themselves correctly

## **11. Arrangements with other operators**

11.1 The following table identifies each penalty fares station served by other operators, and sets out the arrangements which we will make with these operators.

### **Key to "Arrangements that will apply":**

- A: Passengers alighting from this operator's trains **will not** be charged penalty fares, but will be dealt with under the terms of the current National Rail Conditions of Carriage. It is possible to see from the place where the ticket checks have been carried out who has alighted from this operator's trains.
- B: Passengers alighting from this operator's trains **will not** be charged penalty fares. The trains of this operator use separate platforms and ticket checks will only affect passengers on trains to which penalty fares apply.
- C: Passengers alighting from this operator's trains **will not** be charged penalty fares. The CTA does not cover the platforms used by this operator.
- D: Passengers who say they have alighted from this operator's trains (at or around the time when this operator's trains arrive) **will not** be charged a penalty fare.
- E: Penalty fares **will** be charged to passengers alighting from this operator's trains under the terms of that operator's scheme, as long as the authorised collector has been individually authorised to collect penalty fares on behalf of this operator. These authorised collectors will be trained to enforce the other operator's scheme and will be aware of the relevant discretionary guidelines, as well as how to confirm what ticket facilities are available at the penalty fares stations of the other operator. The identification carried by each authorised collector (in line with Rule 5) will show the names of the operators on whose behalf they are authorised to collect penalty fares.
- F: We **will** authorise this operator's authorised collectors to charge penalty fares under the terms of our scheme and on our behalf. These authorised collectors will be given details of our scheme, including the discretionary guidelines and details how to contact our Retail Support Centre.



Station	Is there a CTA?	Also served by trains operated by:	Does this operator have a penalty fares scheme?	Arrangements that will apply
London Marylebone	Yes	Wrexham and Shropshire	No	A
Kings Sutton	No	First Great Western	No	A
Banbury	No	First Great Western Cross Country Wrexham and Shropshire	No No No	A A A
Leamington Spa	No	Cross Country London Midland	No Yes	A E
Oxford*	No	First Great Western Cross Country	Yes No	E A
Warwick	No	London Midland	Yes	E
Dorridge*	No	London Midland	Yes	F
Solihull*	No	London Midland	Yes	F
Hatton	No	London Midland	Yes	F
Lapworth	No	London Midland	Yes	F
Birmingham Moor Street	No	London Midland	Yes	E
Birmingham Snow Hill*	Yes	London Midland	Yes	F
Wilmcote*	No	London Midland	Yes	F
Stratford upon Avon*	No	London Midland	Yes	F
Widney Manor*	No	London Midland	Yes	F
Olton*	No	London Midland	Yes	F
Acocks Green*	No	London Midland	Yes	F
Tyseley*	No	London Midland	Yes	F
Small Heath*	No	London Midland	Yes	F
Jewellery Quarter*	No	London Midland	Yes	F
The Hawthorns*	No	London Midland	Yes	F
Smethwick Galton Bridge*	No	London Midland	Yes	F
Langley Green*	No	London Midland	Yes	F
Rowley Regis*	No	London Midland	Yes	F
Old Hill*	No	London Midland	Yes	F
Cradley Heath*	No	London Midland	Yes	F
Lye*	No	London Midland	Yes	F
Stourbridge Junction*	No	London Midland	Yes	F
Hagley*	No	London Midland	Yes	F
Blakedown*	No	London Midland	Yes	F
Kidderminster*	No	London Midland	Yes	F
Amersham*	No	London Underground	Yes	A
Chalfont and Latimer*	No	London Underground	Yes	A
Chorleywood*	No	London Underground	Yes	A
Harrow on the Hill*	No	London Underground	Yes	A
Rickmansworth*	No	London Underground	Yes	A

**Note: Stations marked with an asterisk are stations where CRCL is not the Station Facility Operator (SFO).**

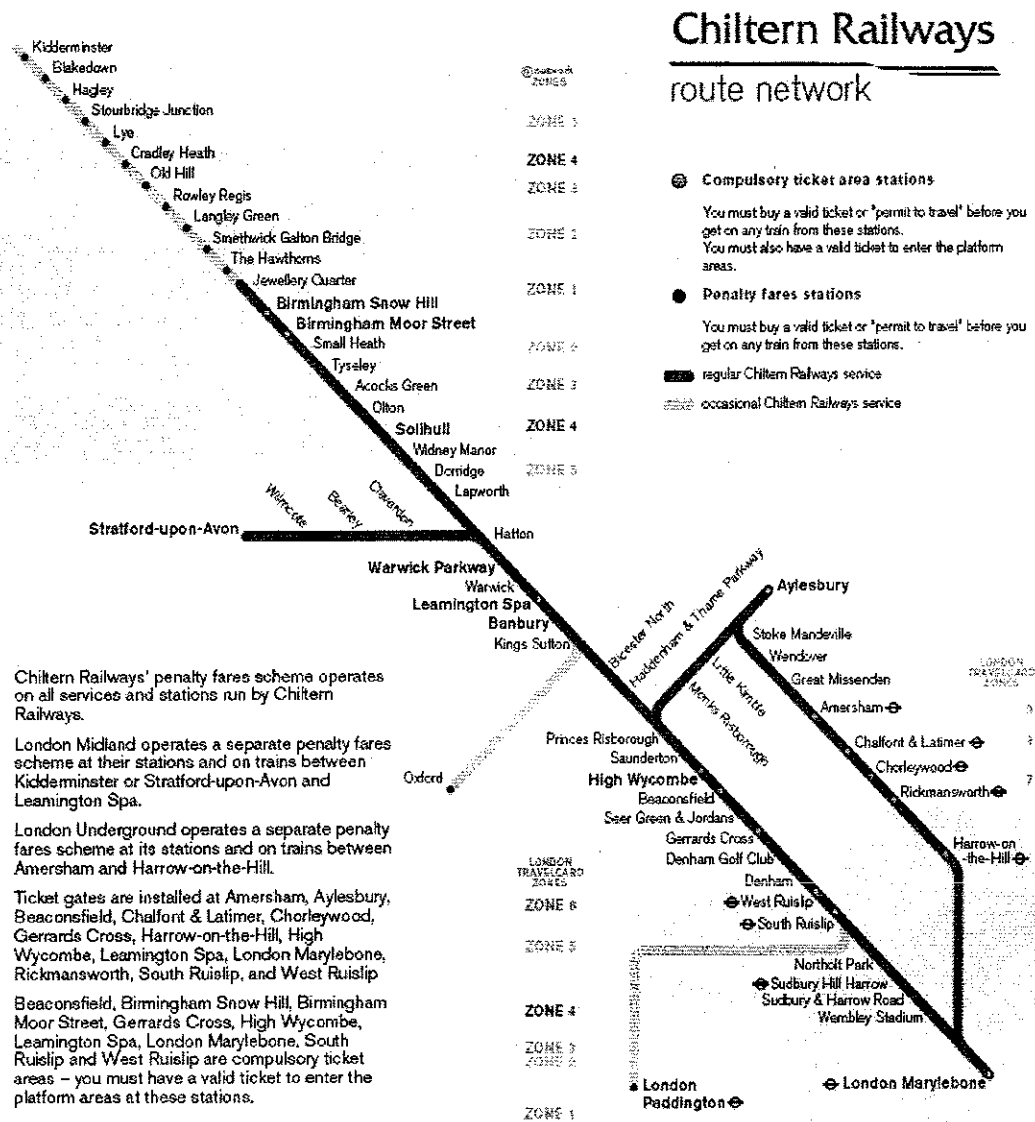
## **12. Appeals**

- 12.1. All appeals against a penalty fare charged under this scheme will be handled by the Independent Appeals Service (IAS). In line with the Penalty Fares Rules, every passenger charged a penalty fare under our scheme will be made aware of their right to appeal. IAS address will be shown on the penalty fare notice together with the details of how to make an appeal.
- 12.2. IAS will decide appeals in line with the code of practice approved by the Regulator on 23 December 1997, as amended with the DfT's approval from time to time. IAS will send passengers a copy of this code of practice if they ask to do so.
- 12.3. We will give IAS details of our scheme, including details of ticket facilities and ticket office opening hours, the instructions given to authorised collectors and the guidelines for using discretion. We will inform IAS the necessary contact details for Integrated Control Centre, Revenue Protection Managers and ticket offices so that they can investigate appeals. We will pay IAS a set fee for each appeal, whether the appeal is accepted or not.

## **Appendices:**

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| Appendix A | Map showing penalty fares trains and penalty fares stations  |
| Appendix B | Summary of the ticket facilities available at penalty fare stations  |
| Appendix C | Wording of the leaflet explaining the penalty fares scheme   |
| Appendix D | Wording and design of the penalty fares warning notices which will be displayed at every penalty fares station in line with Rule 4 |
| Appendix E | Wording and design of the identification for authorised collectors   |
| Appendix F | Wording of a Penalty Fares Notice  |

## Appendix A: Map showing penalty fares trains and penalty fares stations



**Appendix B**  
**Summary of the ticket facilities available at penalty fare stations**

<b>Office Hours of Staffing and Ticket Machines</b>							
Station	Operator	Penalty Fare Station (PF) or CTA?	Ticket Office Opening Hours			Permit to travel machines	Ticket machines (location and type)*
			Monday to Friday	Saturday	Sunday		
Acocks Green	London Midland	PF	staffed first to last train		1030-1807	One	None
Amersham	London Underground	CTA	0615-2130	0715-1445	0715-1645	None	LUL TVM in ticket office area
Aylesbury	Chiltern	CTA	0525-2010	0610-1950	0740-1910	One	TVM in ticket office area
Banbury	Chiltern	PF	0535-2030	0635-2015	0810-1840	One	TVM in ticket office area
Beaconsfield	Chiltern	CTA	0550-2010	0605-2010	0805-1735	One	TVM in ticket office area
Bearley	London Midland	PF	Unstaffed Station			One	None
Bicester North	Chiltern	PF	0545-1930	0630-2020	0840-1610	One	TVM in ticket office area
Birmingham Moor Street	Chiltern	CTA	0540-0010	0555-2355	0840-0010	One	TVM by the ticket office
Birmingham Snow Hill	London Midland	CTA	0538-2335	0607-2340	0900-2215	One	TVM in ticket office area
Blakedown	London Midland	PF	Unstaffed station			One	None
Chalfont and Latimer	London Underground	CTA	0615-1200	0815-1545	CLOSED	None	LUL TVM in ticket office area
Chorleywood	London Underground	CTA	0615-1200	0815-1545	CLOSED	None	LUL TVM in ticket office area
Claverdon	London Midland	PF	Unstaffed Stations			One	None
Cradley Heath	London Midland	PF	staffed first to last train		0940-2115	None	TVM near ticket office
Denham	Chiltern	PF	0620-1310	0740-1340	CLOSED	One	TVM near main entrance
Denham Golf Club	Chiltern	PF	Unstaffed Station			One	None
Dorridge	London Midland	PF	staffed first to last train		0920-2351	None	TVM near ticket office
Gerrards Cross	Chiltern	CTA	0610-2020	0610-2020	0810-1740	One	TVM in ticket office area
Great Missenden	Chiltern	PF	0640-2020	0640-2020	0840-1610	One	TVM in ticket office area
Haddenham and Thame Parkway	Chiltern	PF	0555-1940	0620-2010	0840-1610	One	TVM outside ticket office
Hagley	London Midland	PF	0700-1200 & 1400-1700	0800 to 1600	CLOSED	One	None
Harrow on the Hill	London Underground	CTA	0616-0020	0616-0020	0745-0003	None	LUL TVM in ticket office area
Hatton	Chiltern	PF	Unstaffed Station			One	None

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High Wycombe	Chiltern	CTA	0550-2040	0640-2040	0710-2040	Two	TVM in ticket office area
Jewellery Quarter	London Midland	PF	staffed first to last train		0925-2319	One	None
Kidderminster	London Midland	PF	0610-1900	0610-1800	0900-1700	None	TVM in ticket office area
Kings Sutton	Chiltern	PF	Unstaffed Station			One	TVM near main entrance
Langley Green	London Midland	PF	staffed first to last train		1030-1806	One	None
Lapworth	Chiltern	PF	Unstaffed Station			One	None
Leamington Spa	Chiltern	PF	0525-1940	0540-1940	0910-1940	One	TVM Outside the station front
Little Kimble	Chiltern	PF	Unstaffed Station			One	None
London Marylebone	Chiltern	CTA	0630-2210	0630-2210	0730-2140	One	TVM next to ticket office
Lye	London Midland	PF	staffed first to last train		1020 to 1820	One	None
Monks Risborough	Chiltern	PF	Unstaffed Station			One	None
Northolt Park	Chiltern	PF	0625-1315	CLOSED	CLOSED	One	None
Old Hill	London Midland	PF	staffed first to last train		1030-1809	One	None
Olton	London Midland	PF	staffed first to last train		1030-1809	One	None
Oxford	First Great Western	PF	0545-2000	0730-2000	0715-2000	One	TVMs in ticket office area
Princes Risborough	Chiltern	PF	0600-1920	0610-2000	0810-1740	One	TVM in ticket office area
Rickmansworth	London Underground	CTA	0615-2130	0715-2215	CLOSED	No	LUL TVM in ticket office area
Rowley Regis	London Midland	PF	staffed first to last train		0940 to 2115	One	TVM near ticket office area
Saunderton	Chiltern	PF	Unstaffed Station			One	TVM on Down Platform
Seer Green and Jordans	Chiltern	PF	0610-1300	0730-1420	CLOSED	One	TVM by main entrance
Small Heath	London Midland	PF	staffed first to last train		CLOSED	One	None
Smethwick Galton Bridge	London Midland	PF	staffed first to last train		0902-2342	One	None
Solihull	London Midland	PF	staffed first to last train		0924-2010	One	TVM in Ticket office area
South Ruislip	Chiltern	CTA	Unstaffed Station			One	LUL TVM in ticket office area
Stoke Mandeville	Chiltern	PF	0625-2010	0730-1420	0840-1610	One	TVM on Up Platform
Stourbridge Junction	London Midland	PF	staffed first to last train		0941-2326	One	TVM on the Kidderminster platform
Stratford upon Avon	London Midland	PF	0620 to 2020	0620 to 2020	0945-1830	None	TVM near ticket office
Sudbury and Harrow Rd	Chiltern	PF	Unstaffed Station			One	None

Sudbury Hill Harrow	Chiltern	PF	Unstaffed Station			One	None
The Hawthorns	London Midland	PF	staffed first to last train	0930-2310		One	None
Tyseley	London Midland	PF	staffed first to last train	0920-2014		One	None
Warwick	Chiltern	PF	0555-1935	0555-1935	0935-1715	One	None
Warwick Parkway	Chiltern	PF	0525-1930	0640-1704	0920-1650	One	None
Wembley Stadium	Chiltern	PF	Unstaffed Station			One	TVM in ticket office area
Wendover	Chiltern	PF	0630-2010	0630-2010	0830-1600	One	TVM in ticket office area
West Ruislip	Chiltern	PF	Unstaffed Station			One	LUL TVM in ticket office area
Widney Manor	London Midland	PF	staffed first to last train	1020 to 2301		One	None
Wilmcote	London Midland	PF	Unstaffed station			One	None

**\* Note:** TVM means Ticket Vending Machine





## Appendix C

### Wording of the leaflet explaining the penalty fares scheme

59822\_PenaltyFaresLeaflet.qxd 24/7/06 15:02 Page 1

#### How do I avoid a Penalty Fare?

The golden rule is to always make sure you have a valid ticket before you travel.

##### Buying your ticket at the station

At most staffed stations the ticket office will be open for the majority of the time that trains are running. You can pay for your ticket by cash, cheque (with a valid cheque guarantee card) and all major credit and debit cards.

Most stations also have self-service ticket machines selling a wide range of tickets.

Most staffed stations also have a Permit to Travel machine which is switched on when the ticket office is closed. You must use the maximum amount of coinage which you have towards the Permit to Travel. This can then be exchanged for a travel ticket at your destination or with our on-train staff.

##### Buying your ticket in advance

If you're planning your journey in advance you can avoid queues by buying your tickets by credit or debit card over the telephone. Please call 08456 005 165 107.00 hrs to 20.00 hrs every day. You can also buy many of our most popular tickets online at [www.chilternrailways.co.uk](http://www.chilternrailways.co.uk).

#### What if...?

##### What if there's a queue at the ticket office?

You should always allow sufficient time to purchase your ticket. Under normal circumstances we aim to serve you within 3 minutes (no more than 5 minutes at peak times).

##### What if the ticket office is closed?

You should use a self-service ticket machine. If none is available use a Permit To Travel machine paying the maximum you can towards your fare. If no Permit to Travel machine is available you must purchase your ticket at the first opportunity during your journey.

##### What if my ticket covers only part of my journey?

If you intend to travel to a station beyond the validity of your ticket, including season tickets, you should buy an extra ticket before boarding the train. You'll be liable for a Penalty Fare if you don't buy an additional ticket or Permit to Travel when you've had the opportunity to do so.

##### What if I forget my Season Ticket?

You should buy a ticket, or Permit to Travel, for the full journey you intend to make before boarding the train. You can apply for a refund on any such ticket at the station where your Season Ticket was issued. We'll consider a refund on 2 occasions only during any 12 month period. If you don't have a valid Photocard for your season ticket you'll be liable for a Penalty Fare.

##### What if I forget my Railcard?

If you leave your Railcard at home you must purchase a full-priced ticket, without discount. You're not entitled to any refund in these circumstances.

#### Penalty Fares - The Small Print


- If you board a Chiltern Railways train without a valid ticket for your entire journey (from a station where ticket-buying facilities are available) you're liable to pay a Penalty Fare.
- Penalty Fares regulations apply on all our services. The Penalty Fare is £20 or twice the appropriate full single fare to the next station stop, whichever is the greater.
- London Midland operate a separate Penalty Fares scheme on their stations and trains between Kidderminster, Stratford-upon-Avon and Leamington Spa and London Underground operate a separate Penalty Fares scheme on their stations and trains between Amersham and Harrow-on-the-Hill. For information about these schemes check with the relevant operators.
- If, for any reason, a penalty fare is not issued when you've had an opportunity to buy a ticket before boarding the train, our ticket checking staff will charge you the full Single or Return fare for your journey. You won't be able to take advantage of any Railcard or other discounts normally available.
- You will have the opportunity to pay any Penalty Fare amount immediately to the authorised collector. Upon payment you will be asked to give your name and address.
- If you're unable or unwilling to pay the full amount of the Penalty Fare you must pay the authorised collector the full single fare for the journey undertaken, with the balance to be paid within 21 days. The authorised collector will require you to give your name and address. Failure to do so (including giving false details) is a criminal offence.
- Unless the amount owing is paid in full within 21 days from the date of issue, legal proceedings may be brought against you.
- If you wish to dispute your liability to pay a Penalty Fare you must give a written statement explaining your failure to produce a valid ticket or authority for your journey, together with any other relevant information. This must be sent to the address stated on the Penalty Fare notice, to arrive within 21 days from the issue date.

This leaflet is only intended as a guide and should not be regarded as a complete or authoritative statement of the regulations. A copy of the Penalty Fares Rules is available on request from our Customer Services Department at 2nd Floor, Western House, 14 Rickfords Hill, Aylesbury, Bucks, HP20 2RX, phone 08456 005 165 (Mondays to Fridays, 0830 to 1730).

#### Chiltern Railways


Information in this leaflet is correct at time of going to press (Aug 2006).

[PAGE 1]



# PENALTY FARES

Don't get caught out!  
Always buy your ticket  
before you  
travel.



**Railways (Penalty Fares) Regulations 1994**  
Railways (Penalty Fares) (Amendment) Regulations 2005

Chiltern Railways

## Why Penalty Fares?

Our company's future, including our massive investment programme to improve your railway, relies on our income from ticket sales.

Around 98% of our passengers always buy a valid ticket, but a minority still don't. We recognise that, in the past, it may not have always been easy to buy a ticket before you boarded the train. We've worked hard to make it much easier:

- We've altered ticket office staffing and opening times to better reflect demand.
- We've added additional self-service machines at many stations, including 'Fast Ticket' machines, which accept credit and debit cards.
- We've added Telesales and internet ticket facilities.



Following these improvements we're now taking a stronger line on ticketless travel.

Under the terms of the Railways (Penalty Fares) Regulations 1994 and the Railways (Penalty Fares) (Amendment) Regulations 2005 you are liable to pay a Penalty Fare if you do not purchase a valid ticket before boarding one of our trains (from a station where ticket-buying facilities are available).

If you board a Chiltern Railways train without a valid ticket for your entire journey you're liable to pay a Penalty Fare of £20 or twice the appropriate full single fare to the next station stop, whichever is the greater.

To avoid misunderstandings **always buy your ticket before you board one of our trains.**

See elsewhere in this leaflet for more information about buying your ticket.

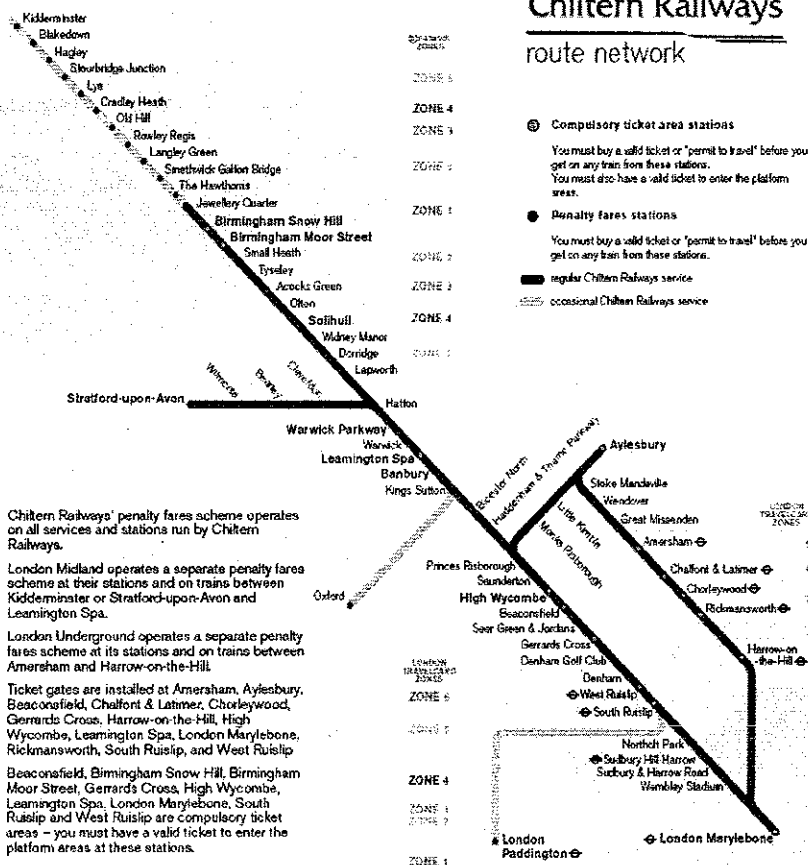
## No tolerance for non payment

We continue to work hard to make it as easy as possible to buy a ticket. Unfortunately, there are a few people who don't think that they need to buy a ticket. Our honest fare-paying passengers frequently tell us how annoying it is to see these deliberate fare evaders 'getting away with it'. We think so too, and we'll do our utmost to ensure that the minority of people who think it's acceptable are brought to account.

In the 12 months ending November 2004 we successfully prosecuted 293 people for fare evasion. By trying to avoid payment of fares as low as £1.60, these people have ended up paying costs and fines over £200; in addition, they now have a criminal record.

We've no desire to issue Penalty Fares unnecessarily and our ticket checking staff, and the Penalty Fares system they work within, are sufficiently flexible to cope with this. However, we won't hesitate to use the full weight of the law against both hardened fare dodgers and opportunists. We're sure that the majority of you will agree with us in this.


**To be updated with new figures**



[PAGE 2]

## Appendix D

Wording and design of the penalty fares warning notices which will be displayed at every penalty fares station in line with Rule 4



# WARNING

## Have you paid?

**Please buy your ticket before you travel, otherwise you may have to pay a Penalty Fare (at least £20).**

If you cannot produce a valid ticket for your entire journey, or Permit To Travel when asked to do so you may be charged a Penalty Fare of £20 or twice the full single fare (whichever is the greater amount) to the next station at which your train stops. Also, you may be charged the full single fare to your destination if you continue your journey on the same train.

### Buying your ticket


Please buy your ticket from the ticket office or the self service ticket machines (where available).  
If the ticket office is closed and you cannot buy the ticket you want from a self service ticket machine, you must buy a Permit To Travel (where there is a machine available), paying as much of your fare as possible.  
A Permit To Travel is only valid for 2 hours and you must exchange it for a ticket as soon as possible.  
If no ticket issuing facility is available at this station, you must buy a valid ticket at the first opportunity during the journey.


### Examples of when a Penalty Fare may be charged

If you:

- travel without a valid ticket
- are unable to produce an appropriate Railcard for a discount ticket
- are aged 16 or over, travelling on a child rate ticket
- travel beyond the destination on your ticket.

For further information please pick up a Penalty Fares leaflet from your nearest staffed station.

**National Rail**  
Network of the United Kingdom

**Chiltern Railways**  
Chiltern Railways Limited



# WARNING

## Have you paid?

**You are about to enter a  
Compulsory Ticket Area –  
you must have a valid ticket  
before passing this point.**

**This station is covered by a  
Penalty Fares scheme operated  
by Chiltern Railways.**

**If you cannot produce a valid ticket or  
Permit To Travel when asked to do so you  
may be charged a Penalty Fare of £20 or  
twice the full single fare, whichever is the greater.**

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The self service ticket machine and/or the Permit To Travel machine is normally situated in the ticket office or the station main concourse.

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**For further information please pick up a Penalty Fares leaflet from your nearest staffed station.**

London Underground operates a separate Penalty Fares scheme on its network. For information about this scheme check with London Underground.



**Chiltern Railways**



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**If you:**

- \* travel without a valid ticket
- \* are unable to produce an appropriate Railcard for a discount ticket
- \* are aged 16 or over, travelling on a child rate ticket
- \* travel beyond the destination on your ticket.

For further information please pick up a Penalty Fares leaflet from your nearest staffed station

Locally, there are a number of companies using the *Open Workbench* or *Open Entry* parts of the *Open Workbench* and *Open Entry* on Windows and Linux. It is a good idea to check with them for more information.



## Chilean Railways





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If you:

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- are aged 16 or over, travelling on a child rate ticket
- travel beyond the destination on your ticket.

For further information please pick up a Penalty Fares leaflet from your nearest staffed station.

London Midland operates separate Penalty Fares schemes on its routes. For information about this scheme check with London Midland.





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London Midland operates a Penalty Fares scheme on its routes. For information about this scheme please visit London Midland.



midland

Chiltern Railways



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If you:

- travel without a valid ticket
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- are aged 16 or over, travelling on a child rate ticket
- travel beyond the destination on your ticket.

For further information please pick up a Penalty Fares leaflet from your nearest staffed station.

Penalty Fares do not apply on Victorian and Shropshire rail services.



Chiltern Railways





# WARNING

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#### Examples of when a Penalty Fare may be charged

If you:

- travel without a valid ticket
- are unable to produce an appropriate Railcard for a discount ticket
- are aged 18 or over, traveling on a child rate ticket
- travel beyond the destination on your ticket.

For further information please pick up a Penalty Fares leaflet from your nearest staffed station.

Penalty Fares do not apply to passengers using CrossCountry Trains at this station.  
London Midland operates a separate Penalty Fares system on its routes. For information about this scheme please visit [londonmidland.co.uk](http://londonmidland.co.uk)



midland

Chiltern Railways



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- travel without a valid ticket
- are unable to produce an appropriate Railcard for a discount ticket
- are aged 16 or over, travelling on a child rate ticket
- travel beyond the destination on your ticket.

For further information please pick up a Penalty Fares leaflet from your nearest staffed station.





Chiltern Railways

## Appendix E

### Wording and design of the identification for authorised collectors

#### FRONT

	<b>Chiltern Railways</b>
This is to certify that	
.....	
is an Authorised Collector for the purpose of	
The Railways (Penalty Fares) Regulations 1994.	
Certified	
Revenue Protection Manager	
Collector No	
	

#### BACK

The person named overleaf is an Authorised Collector on behalf of the following operator/s:
Chiltern Railways
Central Trains
London Underground
 If found please return to:
REVENUE PROTECTION SUPPORT SERVICES, P.O. Box 89, Portsmouth, PO1 1EG
 A reward will be paid to the finder by the Revenue Protection Manager of the operator concerned.

## Appendix F Wording of a Penalty Fares Notice



### Penalty Fare notice/receipt

1

Date \_\_\_\_\_

As \_\_\_\_\_, having travelled and failed to produce either a valid ticket or other authority to travel for your journey you are required to pay

#### PENALTY - £20 OR

twice the appropriate for single fare whichever is the greater

From \_\_\_\_\_  
to \_\_\_\_\_  
(train or other station stop)

#### Reason

- ☐ 01 No ticket  
☐ 02 Out of date  
☐ 03 Travel beyond validity  
☐ 04 No supporting document  
☐ 05 Adult on child ticket  
☐ 06 Other  
☐ 07 Failed to carry season ticket

OR

As \_\_\_\_\_, being in a compulsory ticket area and not having travelled at

station, and having failed to produce either a valid ticket or other authority, you are required to pay a Penalty Fare of £20

Total due £
Amount received £
Amount owing £

The Penalty Fare Notice/Receipt is given in accordance with the Railways (Penalty Fares) Regulations 1994 and the Railways (Penalty Fares) Regulations 2005 and is an authority to finish the journey detailed above without break of journey and/or to leave a compulsory ticket area

Authorised Collector Number \_\_\_\_\_  
Not Transferable

### Chiltern Railways

2

☐ Mr ☐ Mrs ☐ Ms Other \_\_\_\_\_

If under 16 Tick Box ☐ date of birth \_\_\_\_\_  
and name of parent / guardian \_\_\_\_\_

Surname \_\_\_\_\_

Forname(s) \_\_\_\_\_

Number / House name \_\_\_\_\_

Street \_\_\_\_\_

District \_\_\_\_\_

Town \_\_\_\_\_

County \_\_\_\_\_

Postcode \_\_\_\_\_

How verified \_\_\_\_\_

Reference \_\_\_\_\_

A ☐ N ☐

Passenger's Signature \_\_\_\_\_

#### IMPORTANT NOTICE

Unless the amount owing is paid in full by

legal proceedings may be brought against you. If you wish to dispute your liability to pay a Penalty Fare, a statement giving an explanation of your failure to produce a valid ticket or other authority for your journey, together with any information as to your journey relevant to that explanation, must be made in writing and sent to the address below by 15 to arrive no later than

The Independent Appeal Service  
PO Box 212, Petersfield, GU37 6BQ  
Any information provided must include an indication of the time when and the station where you started your travel  
Copies of the rules and a summary of the approved Penalty Fares Scheme can be obtained from Chiltern Railways, Customer Services, 1st Floor, Westcott House, Rickhards Hill, Aylesbury, Bucks. HP23 2RX

T 021451

PLEASE FORWARD THIS DOCUMENT WITH ANY CORRESPONDENCE OR PAYMENT

3

PAYMENT ADVICE (to be completed when paid)

Personal cheque / Postal Order for £ \_\_\_\_\_  
or cheques payable to Independent Revenue Collection & Support

Please detach my Visa card / Mastercard

Valid until \_\_\_\_\_  
to \_\_\_\_\_

Collector's Signature \_\_\_\_\_

PLEASE SEND PAYMENT TO:  
IRCS, PO Box 212, Petersfield  
GU37 6BQ

Online payment at www.icas.co.uk

T 021451 RSP56A074  
11/2005 May 2005

COPY 1