

Penalty Fares Scheme

DB Regio Tyne and Wear Limited (DBTW). Registered at Great Central House, Marylebone Station, Melcombe Place, London, NW1 6JJ

1 Introduction

1.1 We, DB Regio Tyne and Wear Limited (DBTW), give notice, under rule 3.2 of the DfT's Penalty Fares Rules 2002 that we want to operate a Penalty Fares Scheme on the Tyne and Wear Metro with effect from 1st April 2010. This document describes our Penalty Fares Scheme for the purposes of rule 3.2 b.

1.2 We will continue to operate the existing Penalty Fares Scheme on the Tyne and Wear Metro to facilitate continuity in revenue protection enforcement methods. We expect the continued benefits of this scheme to include an industry recognised enforcement strategy and to act as a deterrent to those with the propensity to fare evade.

We have prepared this scheme taking account of the following documents:

- The Railways (Penalty Fares) Regulations 1994.
- The Penalty Fares Rules 2002.
- Strategic Rail Authority Penalty Fares Policy 2002.

1.3 In line with rule 3.2, we have sent copies of this scheme to:

- The Department for Transport;
- Nexus
- Passenger Focus

2 Penalty Fares Trains

2.1 For the purposes of this scheme, all the trains that we operate within the area bounded by the following stations will be Penalty Fares trains:

Newcastle International Airport, South Shields, St James, Whitley Bay, and South Hylton.
A map showing the routes on which Penalty Fares trains run is attached as appendix A.

3 Penalty Fares Stations

3.1 For the purposes of this scheme, the following stations will be Penalty Fares stations:

Airport; Callerton Parkway; Bank Foot; Kingston Park; Fawdon; Wansbeck Road; Regent Centre; South Gosforth; Ilford Road; West Jesmond; Jesmond; Haymarket; Monument; Central Station; Gateshead; Gateshead Stadium; Felling; Heworth; Pelaw; Hebburn; Jarrow; Bede; Simonside; Tyne Dock; Chichester; South Shields; St James; Manors; Byker; Chillingham Road; Walkergate; Wallsend; Hadrian Road; Howdon; Percy Main; Meadow Well; North Shields; Tynemouth; Cullercoats; Whitley Bay; Monkseaton; West Monkseaton; Shiremoor; Northumberland Park; Palmersville; Benton; Four Lane Ends; Longbenton; Fellgate; Brockley Whins; East Boldon; Seaburn; Stadium of Light; St Peter's; Sunderland; Park Lane; University; Millfield; Pallion; and South Hylton.

3.2 A map showing where these Penalty Fares stations are is attached as appendix A.

4 Compulsory Ticket Areas (CTAs)



Station	Part of Station Covered by CTA	Reason for CTA

5 Ticket Facilities

5.1 All Metro Stations have Ticket Vending Machines (TVMs), which sell a complete range of single and multi-journey tickets. TVMs accept notes, credit/debit cards and the full range of coins excluding copper. Season tickets are available online via the Nexus website and at Nexus TravelShops. Smartcards are available to purchase at machines, online and at TravelShops.

5.2 Information advising passengers of the range of tickets available from TVMs is available within the 'Help' section of the TVM itself and also on the Nexus website. An example of the type of available information is shown in Appendix B (this appendix item to be amended when new notices are agreed).

5.3 As Metro Stations are unmanned all TVMs and validators are monitored electronically from Metro's Control Centre located at South Gosforth where faults are reported automatically and the necessary remedial actions taken to rectify them without delay. This information is also relayed to all Authorised Collectors on the Metro System to keep them up to date with any faults that may occur on TVMs.

6 Publicity and Warning Notices

6.1 As the scheme that DBTW proposes is not a new scheme but a continuation of the current scheme we do not anticipate displaying additional notices prior to 1st April 2010. The arrangements for publicising the current Penalty Fares Scheme which we will continue are:

- Penalty Fares warning notices are displayed in line with rule 4, at each Penalty Fares station and at each entrance to each CTA. These notices take the form of posters in special poster sites and signage (predominantly overhead), displayed at each entrance to the platforms and on the platforms at interchange stations where they can be seen by any passenger changing onto a Penalty Fares train. The wording and design of these warnings is shown in appendix E. The signs follow the signing guidelines contained in the code of practice on Penalty Fares produced by the Association of Train Operating Companies. We will continue to check that these warning notices are properly displayed at each station which we operate every four weeks as part of our regular station audit process. In the case of Sunderland Station where Northern Rail are the Station Facility Owner mobile employees of Metro will ensure that the signs continue to be displayed
- We will also continue to provide Penalty Fares warning notices on board Penalty Fares trains. The wording of these warnings is shown in appendix E.
- We will continue to produce documentation which explains how the scheme works and which includes a map showing the Penalty Fares stations and the routes on which Penalty Fares trains run. Passengers will be able to obtain a copy of this (Penalty Fares Scheme) document by contacting Metro Customer Relations Team at South Gosforth by telephone on 0191 203 3199 or by email at contactus@twmetro.co.uk. We will give a copy of our Penalty Fares Scheme and a copy of the DFT's Penalty Fares Rules to each person who asks for information

6.3 If we do introduce a new scheme we will also do the following to make sure that this is well publicised:

- A notice will be placed in local newspapers serving the Tyne and Wear area advising of the intention to introduce a new Penalty Fares Scheme. This notice will appear three weeks before the date on which the scheme comes into force.
- A notice will be placed on the Nexus website advising of the intention to introduce a new Penalty Fares Scheme. This notice will appear three weeks before the date on which the scheme comes into force.
- Before the scheme is introduced, we will brief all Authorised Collectors for Metro's Penalty Fares Scheme. We will keep a record of this briefing.
- We will produce leaflets which will explain how the scheme works and which will include a map showing the Penalty Fares stations and the routes on which Penalty Fares trains run. These leaflets will be available, free of charge, from all Nexus TravelShops, Metro's Control Centre at South Gosforth and Nexus' Head Office in Newcastle from at least three weeks before the scheme is introduced. We will do all we reasonably can to make sure that copies of the leaflet remain available at the above locations for as long as the scheme remains in force

7 Selecting and Training Authorised Collectors

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

8 Written Instructions to Authorised Collectors

8.1 Authorised Collectors will wear a distinctive uniform that clearly shows that they work for us. In line with rule 5, they will carry identification and produce it when charging a Penalty Fare or when asked by a passenger. This identification will include the Authorised Collector's photograph and will show that they are authorised to collect Penalty Fares on our behalf and on behalf of any other operators who have authorised them to collect Penalty Fares. 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 the Association of Train Operating Companies, and an example is shown in appendix F.

8.2 When they charge a Penalty Fare, Authorised Collectors will follow rule 8 by issuing a Penalty Fare notice. The wording and layout of this notice is shown in appendix G.

8.3 We will provide each Authorised Collector with written instructions in the form of a Penalty Fares Guidance for Staff briefing. A copy of these instructions is enclosed. The instructions will include details of the Penalty Fares trains and Penalty Fares stations under this scheme and the telephone number for Metro's Control Centre. 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 changes.

8.4 The instructions will clearly set out where passengers are, and are not, to be charged a Penalty Fare, including the procedures for:

- Passengers who have changed onto a Penalty Fares train from another train;
- Passengers who have tickets which are not valid only because of a ticket restriction;
- Passengers who have a ticket for their journey, but who are travelling by a route for which that ticket is not valid; and
- Season-ticket holders who do not have their season ticket with them.
- Passengers who fail to validate their smartcard

[REDACTED]

[REDACTED]

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

[REDACTED]

[REDACTED]

[REDACTED]

8.9 Authorised Collectors will not be paid commission.

8.10 We reserve the right to prosecute passengers if we think they intended to avoid paying their fare. In these circumstances, we will not charge them a Penalty Fare or, if they have already been charged a Penalty Fare, we will refund it.

9 Checking that ticket facilities are available and warning notices displayed

9.1 Metro Stations are normally unstaffed and the availability and operability of TVMs and validators is monitored via remote indication from the Control Centre. The Control Centre located at South Gosforth can be contacted by telephone on 0191 203 3199 until 2300 hours every day including weekends and bank holidays.

9.2 The Control Centre will keep an appropriate record of the information they have received, and will give this to Independent Appeals Service (IAS) as necessary so that they can investigate appeals.

9.3 We will give each Authorised Collector a radio / mobile phone and the Control Centre will send details of faulty ticket machines to every Authorised Collector.

10 Selling Tickets on Board Trains

10.1 We do not intend to train any other staff as Authorised Collectors. On-train staff will check and sell tickets on board Penalty Fares trains, but will provide a written Penalty Fares warning to any passenger who is liable to a Penalty Fare and will draw the passenger's attention to that warning. The wording of the written warning is as follows:

'Today you have travelled on the Metro without having a valid ticket, pass or validated smartcard prior to the start of your journey. You must have a valid ticket when travelling on Metro trains or upon

entering into a compulsory ticket area, if you cannot produce a valid ticket, pass or validated Smartcard when asked to do so, you may be charged a Penalty Fare of £20 or be liable to prosecution. Please ensure you have a valid ticket before commencing your journey in future.'

10.2 The on-train staff issuing Penalty Fares warnings are deployed on occasions in order to offer added security to Metro passengers. They receive regular training to enable them to carry out their duties and they are monitored by members of Metro Operations management team and the Revenue Protection and Security Manager on a daily basis.

11 Arrangements with Other Operators

[REDACTED]				
Station	Is there a CTA?	Also served by trains operated by:	Does this operator/s have a Penalty Fares Scheme?	Arrangements that will apply
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

12 Appeals

12.1 All appeals against a Penalty Fare charged under this scheme will be handled by the **Independent Penalty Fares Appeals Service (IPFAS) , PO Box 30, Portsmouth P01 1EG.** In line with the DFT's Penalty Fares Rules, every passenger charged a Penalty Fare under this scheme will be made aware of their right to appeal. IPFAS' address will be shown on the Penalty Fare notice, together with details of how to make an appeal.

12.2 IPFAS will decide appeals in line with their code of practice approved by the Strategic Rail Authority in October 2003, as amended with the DFT's approval from time to time. IPFAS will send passengers a copy of this code of practice if they ask.

12.3 We will give IPFAS details of this scheme, including details of ticket facilities, the instructions given to Authorised Collectors and guidelines for using discretion. We will tell IPFAS about any changes to this information promptly. We will give IAS the necessary contact details for the Metro Control Centre, the Revenue Protection and Security Manager and relevant support officers so that they can investigate appeals. We will pay IPFAS a set fee for each appeal, whether or not the appeal is accepted.

12.4 The appeals service's code of practice can be read online at www.penaltyfares.co.uk, alternatively you can write to the Independent Penalty Fares Appeals Service, PO Box 30, Portsmouth P01 1EG.

Appendices

Appendix A	Map showing Penalty Fares trains and Penalty Fares stations.
Appendix B	Summary of the ticket facilities available at Penalty Fares stations.
Appendix C	Wording of the notices telling passengers that a Penalty Fares Scheme will be introduced, which will be displayed in line with rule 3.4.
Appendix D	Wording of the Passenger Charter and Conditions of Carriage sections explaining the Penalty Fares Scheme.
Appendix E	Wording and design of the Penalty Fares warning notices which will be displayed at every Penalty Fares station in line with rule 4.
Appendix F	Wording and design of the identification for Authorised Collectors.
Appendix G	Wording and layout of the Penalty Fare receipts and notices (rule 8).

Appendix A

Map showing Penalty Fares trains and Penalty Fares stations.

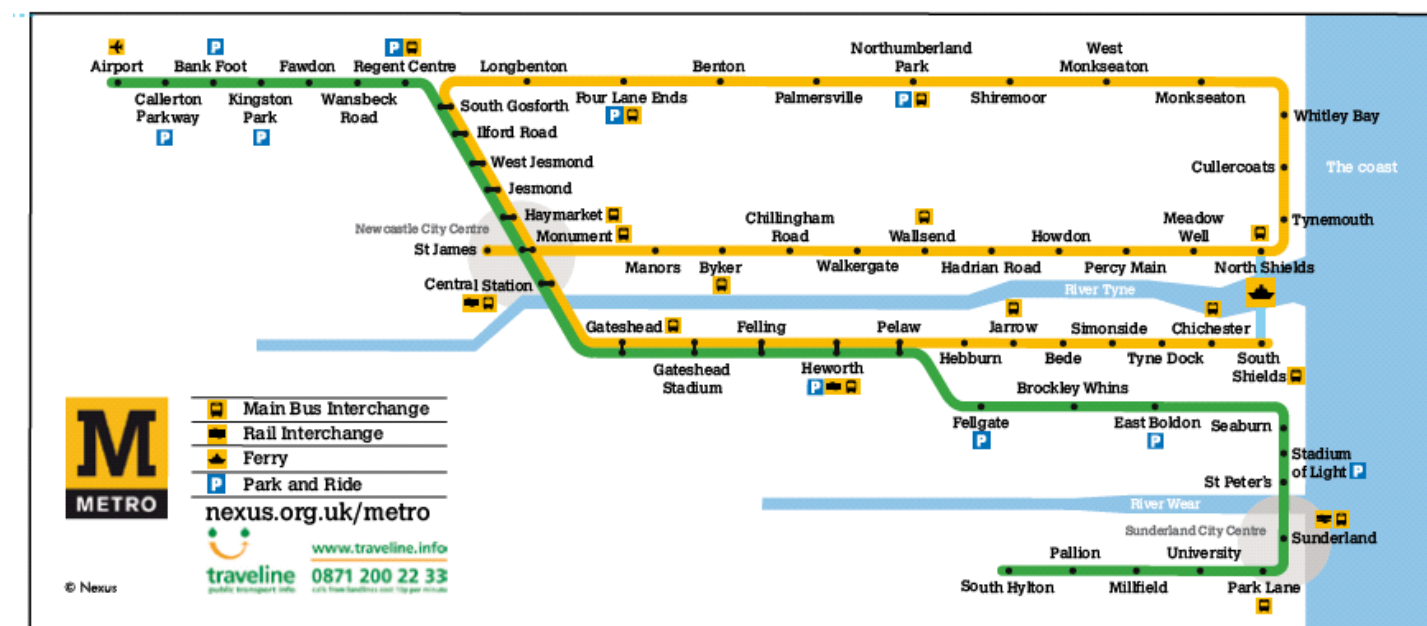


Fig A1 - Penalty Fares Stations (areas shaded grey are city centre areas)

Appendix B Summary of the ticket facilities available at Penalty Fares stations.

All Penalty Fares stations have passenger operated Ticket Vending Machines (TVMs) for the purchase of single or multi-journey tickets.

The following Penalty Fares stations have a Nexus Travelshop on the premises for the purchase of season tickets of one week or longer in validity:

- Central Station
- Four Lane Ends
- Haymarket
- Heworth
- Monument
- North Shields
- Park Lane (Sunderland)
- South Shields*
- Gateshead*

* Travelshop is located off the station premises within but within a 2 minute walk.

Select your station

Destination	Fare Button	Destination	Fare Button
Airport	3	Pelaw	1
Bank Foot	2	Percy Main	2
Bede	1	Regent Centre	2
Benton	2	Seaburn	1
Brookley Whins	1	Shiremoor	2
Byker	2	Simonside	2
Carlisle Parkway	2	South Gosforth	2
Central Station	2	South Hyllon	2
Chickwell	2	South Shields	2
Chillingham Road	2	Stadium of Light	2
Cliffords	3	St James	2
East Station	2	St Peters	2
Foswell	2	Sunderland	2
Felling	1	Tyne Dock	2
Felling	1	Tynesouth	2
Four Lane Ends	2	University	2
Gateshead	2	Walkergate	2
Gateshead Stadium	2	Wallasey	2
Heddon Road	2	Wansbeck Road	2
Haymarket	2	West Jesmond	2
Hebburn	1	West Monkseaton	2
Heworth	1	Whitley Bay	2
Horden	2	Top Transfere destinations	
Ilford Road	2	Carlisle Business Park	13
Jarrow	1	Cardiff Park	13
Jesmond	2	Freemans Hospital	13
Kingston Park	2	Gateshead Quays	13
Lamberton	2	Houghton Le Spring	13
Manors	2	Killingworth	13
Meadow Hill	2	Leam Lane	13
Millfield	2	MetroCentre	13
Monkseaton	2	Newcastle General Hospital	13
Monument	2	Newcastle Quayside	13
North Shields	2	Royal Quays	13
Northumberland Park	2	RVI	13
Pollack	2	Sunderland Royal Hospital	13
Potterville	2	Team Valley	13
Park Lane	2	Washington	13

Metro tickets and information

For further information, pick up a Metro - Just the ticket guide from any Nexus TravelShop.

Day return ticket

Valid on day of purchase for one day, at any time for return journey on Metro.

Return tickets are cheaper if you buy them after 9.00am on weekdays and all day on weekends and public holidays. The one zone return gives you unlimited travel within the zone you buy it in.

Single ticket

Available all times of day for one continuous single journey on Metro, for 90 minutes.

DaySaver

Valid for unlimited travel on Metro and the 24/4/4 Ferry. The price automatically changes according to the day or time of day.

The DaySaver - unlimited Metro travel all day

The Evening DaySaver - unlimited Metro travel every evening after 6.00pm

Weekend DaySaver - unlimited Metro travel every Wednesday after 9.00am

The SundaySaver - unlimited Metro travel for a group of four all day every Sunday. One ticket is required for a group of up to four people travelling together, including one or two adults (include special events)

The Child DaySaver - unlimited Metro travel all day for children aged 15 and under

Day Rover

These are valid for unlimited travel throughout Tyne and Wear on Metro, bus, the Sunderland to Blyth on rail line and Shields Ferry.

Waterloo Ticketing Ltd offers an adult Day Rover and a Junior Rover for children aged under 14 and 14-16 year olds with an Under 16 Card.

Transfers

Available for travel between two or more types of public transport: Metro + bus, Metro + Ferry.

You must catch the second part of your journey within 90 minutes of buying your ticket.

The UT6 CH1A3-day Ticket is valid for travel on all public transport if you have an Under 16 Card.

Season tickets

Passengers are eligible for frequent Metro and public transport users, commuters, school children and students.

METROCENTRE BY RAIL THROUGH TICKET

You can travel by Metro to Central Station and then on to the MetroCentre by train with this ticket. Simply press either Single or Return on required rail line. This ticket is only available from Metro stations: Bus St Peter's, Blyth.

Fare Conditions

Children

0-4 FREE

5-15 The Child Single button for a single journey or the Child DaySaver button for all day travel. Proof of age may be required. Under 16 Cardholder - press the Under 16 Cardholder button for a single journey or the Child DaySaver button for all day travel on Metro.

For travel all day on all public transport, press the UT6 CH1A3-day Ticket button.

Concessionary Travel

A Metro Gold Card is valid for free travel after 9.30am, Monday to Friday and all day on weekends and public holidays. If travelling before 9.30am Monday to Friday must buy the appropriate fare. Passengers who are aged 60 or over, or disabled, and do not have a Gold Card must pay the full adult fare at all times. Passengers who are aged 60 or over, or disabled, and do not have a Gold Card must pay the full adult fare at all times.

Ticket validity

Some tickets are also valid on Northern Rail services between Sunderland and Newcastle.

PENALTY FARE \$20

You must have a valid ticket for your journey. 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 be liable for prosecution.

Refunds

If a ticket machine fails to issue a ticket or give the correct change after your money has been entered, you can apply for a refund by:

- Speaking to an Inspector
- Calling a Nexus TravelShop
- Calling 0191 202 3199

You can also write, giving full details to: Metro Customer Services, Metro, PO Box 28, South Gosforth, Newcastle upon Tyne, NE3 1RE.

We are sorry for any inconvenience which may have been caused.

Complaints and suggestions

Metro welcomes your complaints and suggestions. You can contact us by 0191 202 3199 or email via the metro website www.nexus.org.uk/metro

Passenger Fare is an independent national rail consumer watchdog. You can contact them by writing to: Passenger Focus, REEFPOST BOX88-BTC-4281, PO Box 4257/Manchester M60 3AB, Tel: 08453 022 022 or email: info@passengerfocus.org.uk www.passengerfocus.org.uk

General

All tickets are issued subject to:

- a) Rules relating to Metro premises
- b) Conditions of Carriage and Passenger Regulations as applicable for inspection of Travel Groups.

Fig B1 – Ticket information as it appears on the TVMs

Appendix C Wording of the notices telling passengers that a Penalty Fares Scheme will be introduced, which will be displayed in line with rule 3.4.

On XX/XX/XX (date) a new Penalty Fares Scheme will be introduced on Metro.

This will replace the current Penalty Fares Scheme.

The main changes that will be made due to the introduction of this new scheme are:

- (list of changes and what they mean to the passenger)

For further information:

Telephone: 08XXXXXX

Web: www.nexus.org.uk/metro

Appendix D	Wording of the Passenger Charter and Conditions of Carriage sections explaining the Penalty Fares Scheme.
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Appendix D1: The wording below is an extract taken from the Passenger Charter to explain our Penalty Fares rules.

Penalty Fares

You must have a valid ticket for your journey before you board a Metro train. If you don't have a valid ticket, when asked to produce it by either Metro staff or the police, you may have to pay a £20 Penalty Fare.

When you buy a ticket, you must check that it is valid for the journey(s) you intend to take. Single journey tickets are valid for one continuous journey and for 90 minutes from the time shown on the ticket. Details of our main ticket types and their conditions are set out in leaflets and notices published by Metro, Nexus and Network Ticketing Ltd. These are available in Nexus TravelShops and on our website nexus.org.uk/metro.

If you are unable to buy a ticket due to faults with ticket machines you should use a station Help Point and explain the situation to Metro staff in the Control Room. Your name and the ticket machine numbers will be noted and you can then begin your journey. If you are asked for a ticket once you begin your journey, please explain what has happened. The details can be confirmed with the Control Centre and you will be issued a ticket. If you are not asked for your ticket, you should pay for your journey at the station where you end your journey.

If you are issued with a Penalty Fare, you will either have to pay the Penalty Fare on the spot or within 21 days. If you fail to pay this you may be prosecuted. Conviction would result in a criminal record and a fine.

If you are issued with a Penalty Fare and you are not able to pay on the spot, payment can be made in the following ways:

Online at

By Phone by calling

In Person at the Reception at South Gosforth Control Centre, Monday – Friday 09:00 – 17:00, except bank holidays.

In writing to: **Metro Customer Relations, PO Box 28, South Gosforth, Newcastle upon Tyne NE3 1PZ.** Cheques and Postal Orders should be made payable to DB Regio Tyne and Wear Ltd and enclosing your Penalty Fare notice with the payment.

Please use the pre-printed form at the bottom of the Penalty Fare Notice.

You do have a right to appeal a Penalty Fare; you can do this by writing within 21 days of the issue date. Appeals must be in writing and cannot be made by telephone. You should explain why you did not produce a valid ticket or another authority to travel and provide any further information you have to support your explanation. You should include details of the time and place where your journey began and the time and place where your journey ended. You can appeal online at or you can download a form to return by fax or post.

Alternatively you can write to: **the Independent Penalty Fares Appeals Service, PO Box 30, Portsmouth P01 1EG.**

The appeals service's code of practice can be read online at www.penaltyfares.co.uk or by contacting the above address.

Details of our Penalty Fares Scheme is available from our Customer Relations Team at South Gosforth, 0191 203 3199.

Appendix D2: The wording below is an extract taken from the Conditions of Carriage to explain our ticketing and Penalty Fares rules.

Tickets, Travel Permits and Photocards

- 4.1 Duty to have a ticket. You must have a ticket that is valid for the whole of the journey being made. The ticket must be made available for inspection on demand by Authorised Collectors who will have the authority to withdraw tickets. You must use it in accordance with the conditions set out in this booklet and it must be returned to us, or destroyed, as soon as you have finished using it. All tickets remain the property of Metro.
- Failure to pay the correct fare for the journey being made may make you liable for payment of a Penalty Fare or excess fare, or prosecution (see section 5).
- 4.2 Ticket types – validity and availability. Our main ticket types and the conditions relating to their validity and availability are set out in leaflets and notices published by Nexus and Network Ticketing Ltd. These are available in Nexus Travelshops.
- 4.3 When you buy a ticket, you must check before completing the transaction that it is the one you want for the journey(s) you intend to take. Single journey tickets are valid for 90 minutes from the time shown on the ticket. In respect of Transfare tickets, you must start the second part of your journey within 90 minutes of buying your ticket. If you have a smartcard you must “touch in” and “touch out” on every journey to validate your smartcard.
- 4.4 Transfare Tickets – Transfares are through-tickets for journeys which involve interchange between Metro, bus, ferry and national rail services between Sunderland/Newcastle and the Metrocentre. They are only available for single journeys wholly within Tyne and Wear, with the exception of Ponteland in Northumberland.
- 4.5 Use of tickets. Our tickets can only be used by the person for whom they were bought, or to whom they were issued (except the Metro Business Pass, where separate conditions apply). Tickets cannot be resold or passed on for further use. Such tickets will be invalid and offenders may be liable for prosecution.
- 4.6 Duty to show tickets. You must have your ticket (and photocard if needed) ready for inspection at any time during your journey and when alighting from the train onto the platform. You must retain your ticket for inspection until you have left the Metro station at your destination and you must hand it over for examination by a member of staff or a police officer if you are asked to do so.
- 4.7 If you are unable to buy a ticket due to faults with ticket machines you should use a station Help Point and explain the situation to Metro staff in the Control Room. Your name and the ticket machine numbers will be noted and you can then commence your journey. If you meet an inspector please explain the circumstances. The details can be verified with the Control Centre and you will be issued a ticket by the inspector. If you do not meet an inspector you should pay for your journey at the station at which you alight.
- 4.8 Travel permits. If a travel permit is being used which contains a photocard, the photograph on your photocard must match your appearance, and the photocard number must match the one on your

ticket. If they do not match, your ticket is invalid and may be withdrawn by an authorised member of staff. The photocard may also be withdrawn.

If you are using a Child Fare All Day Permit you must be in possession of a valid Nexus Under 16 card. If your appearance has changed significantly since it was first issued you must replace it by either visiting a Nexus Travelshop, downloading a form via nexus.org.uk or calling Nexus Customer Services on . 0191 20 20 747

4.9 Traveltickets and travel permits with accompanying photocards include:

- ◆ All MetroSaver season tickets
- ◆ All Network Ticketing season tickets issued for seven days or more
- ◆ All Concessionary Travel Scheme permits.

4.10 Travelling beyond ticket availability. If you wish to travel beyond the availability of your ticket or before or after the times that it is valid you must buy an additional ticket before you board the train.

4.11 Compulsory ticket areas on Metro are the trains and the station platforms as stated in the Explanation of Terms at the start of this document.

4.12 Season ticket refunds are given on four weekly or annual surrendered tickets that are still valid by handing in your ticket at a Nexus Travelshop

4.13 If you lose your season ticket or travel permit contact Nexus Customer Services on 0191 20 20 747

Suspected Fare Evasion

5.1 You must have a valid ticket for your journey before you board a Metro train. If you don't have a valid ticket, you may be issued with a Penalty Fare. You will either have to pay the Penalty Fare on the spot or within 21 days. If you fail to pay this you may be prosecuted Conviction would result in a criminal record and a fine.

5.2 A Smartcard is not valid for travel unless it has been validated at the departure station prior to the journey. If you do not validate your Smartcard you may be issued with a Penalty Fare.

5.3 If you have bought a ticket for travel on Metro but are found to be overriding you can be charged an excess fare, or liable for a Penalty Fare. If you have a season ticket and you are out of zone the excess fare is the fare between the station at which your ticket ceased to be valid and your destination station. If you have a single ticket and are overriding the excess fare is the difference between what you actually paid for your ticket and what you should have paid for your full intended journey.

5.4 We reserve the right to withdraw any ticket, travelticket or travel permit at any time, although we will not do so without good reason.

5.5 If we think that you have used or tried to use any ticket to defraud us we may cancel and not re-issue it. If this happens you will forfeit the right to a refund for the remaining period that it is valid.

5.5 If we think that the details on your ticket, travelticket or travel permit have been altered, we will withdraw it and will not replace it or give a refund. You may also be liable to prosecution.

5.6 If your ticket, travelticket or travel permit is damaged to such an extent that it cannot be read we will withdraw it but may, at our discretion, replace it. In either case, you must hand over the ticket and/or travel permit if asked to do so.

5.7 For more information on Penalty Fares on Metro, please contact the Customer Relations Team at South Gosforth.

Appendix E

Wording of the Penalty Fares warning notices which will be displayed at every Penalty Fares station in line with rule 4. (To be changed if Comms workstream agrees changes)

Penalty Fares Warning Notices will be embedded in the 'Welcome to Metro' information notices displayed at the entrance to every Metro Station.

The wording of these notices will be as follows:

"You must have a valid ticket, or validated smartcard when entering into the compulsory ticket area. If you cannot produce a valid ticket or pass to travel when asked to do so, you may be charged a Penalty Fare of £20 or be liable to prosecution."

Penalty Fare Warning Notices will continue to be displayed at the entrance to platforms, on passenger operated Ticket Issuing Machines (TIMs), and on board trains. Examples of these notices are shown below:



**Penalty
Fare £20**

**You are entering the compulsory ticket area.
You must have a valid ticket, or validated
smartcard.**

Fig E1 – Penalty Fare Warning Notice at entrance to platform area



Penalty Fare £20

You must have a valid ticket for your journey.

If you cannot produce a valid ticket or validated smartcard when asked to do so, you may be charged a Penalty Fare of £20 or be liable to prosecution.

Fig E2 – On Train Penalty Fare Warning Notice to be displayed next to each set of doors

Appendix F

Wording and design of the identification for Authorised Collectors.

[Redacted]

Appendix G	Wording and layout of the Penalty Fare receipts and notices (rule 8).
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Specimen only :-

DB Regio Tyne & Wear Ltd



Penalty Fare Notice

Penalty Fare Notice number **PFN004149**

Due amount of Penalty Fare **£20.00**

This Penalty Fare Notice is given in accordance with the Penalty Fares Rules 2002. It does not authorise you to undertake a return or any other journey.

IMPORTANT: In all correspondence, appeals or payments either by phone, letter, online or in-person please quote the above three letter prefix and the six digit number.

Issued on **09/04/2013 12:35:20**

Issued at **Four Lane Ends**

Issue Reason **05 Adult on Child Ticket**

Journey : **From Airport To Four Lane Ends**

Invalid Ticket Detail

Name

Address

Postcode

Date of birth **09/04/1993**

Adult / Child **Adult**

Authorised Collector **TW4794**

Amount paid **£20.00**

Method of Payment **Cash**

Amount due **£0.00** within 21 days of issue

If you wish to appeal

Appeals must be in writing and cannot be made by telephone. You can appeal online at www.penaltyfares.co.uk, alternatively you can write to the Independent Penalty Fares Appeals Service, PO Box 30, Portsmouth PO1 1EG.

The following are unlikely to be accepted as grounds for appeal: "Lost ticket", "No money", "Train was in station", "In a hurry" or "Forgot to validate".

If your Penalty Fare Notice has been issued because you forgot or mislaid your season ticket please contact Metro Customer Relations, Telephone 0191 2033199, Mon-Fri 9-5.

How to pay

By Telephone (Debit and Credit cards)

The 24 hour telephone is *****. Have your Penalty Fare Notice ready for reference. We accept all major debit and credit cards, and the handling fee is 0.25p. Please note that calls may be recorded for training and security purposes.

Online (Debit and Credit cards)

The online service is at www.*****.co.uk.

Have your Penalty Fare Notice ready for reference. We accept all major debit and credit cards, and the handling fee is 0.25p.

By Post (Cheques and Postal Orders)

Cheques and Postal Orders should be made payable to DB Regio Tyne and Wear Ltd and enclose your Penalty Fare notice with payment.

All postal payments to be sent to Metro Customer Relations, Metro Control Centre, Station Road, South Gosforth, Newcastle Upon Tyne, NE3 1YT.

In Person (Cash and above methods)

To make payment in person please visit the Metro Control Centre Reception at South Gosforth Metro station, exit from platform 2 turn left at the corner of the building and walk along, please remember to bring your Penalty Fare Notice with you. Open Monday to Friday, 9am to 5pm.

What happens if you do not pay

If you do not pay the Penalty Fine within 21 days from its issue you will be liable to additional administrative fees of up to £60 and may be prosecuted.

Information

For information on the Penalty Fares Rules 2002 and the DBTW Penalty Fares Scheme, please forward a written request to Metro Customer Relations, Metro Control Centre, Station Road, South Gosforth, Newcastle Upon Tyne, NE3 1YT.

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