



GOVIA THAMESLINK RAILWAY PENALTY FARES SCHEME



CONTENTS

- 1 INTRODUCTION**
- 2 PENALTY FARES TRAINS**
- 3 PENALTY FARES STATIONS**
- 4 COMPULSORY TICKETS AREAS**
- 5 TICKET FACILITIES**
- 6 PUBLICITY AND WARNING NOTICES**
- 7 SELECTION AND TRAINING OF AUTHORISED COLLECTORS**
- 8 WRITTEN INSTRUCTIONS TO AUTHORISED COLLECTORS**
- 9 TICKET FACILITIES AND DISPLAY OF WARNING NOTICES**
- 10 SELLING TICKETS ON BOARD TRAINS**
- 11 ARRANGEMENTS WITH OTHER OPERATORS**
- 12 APPEALS**

1 Introduction

- 1.1 We, Govia Thameslink Railway (GTR) Ltd, give notice, under rule 3.2 of the Penalty Fares Rules 2002 that we wish to continue to operate a Penalty Fares Scheme across the Thameslink, Southern and Great Northern (TSGN) franchise, with effect from 26th July 2015. This document describes our Penalty Fares Scheme for the purposes of rule 3.2 b.
- 1.2 We have decided to introduce a Penalty Fares Scheme because the previous operator of the railway passenger services comprised of the Thameslink Great Northern franchise, First Capital Connect and Southern Railways, operated a Penalty Fares Scheme in such franchise area and the experience has proved that it is an efficient means to deter ticketless travel. In addition, once some Southeastern routes and stations are integrated into the TSGN franchise from 14 December 2014 and once the entire current Southern franchise is integrated into the TSGN franchise on 26th July 2015, it is important that there is consistency across all franchise areas (as Southeastern and Southern both also operate a Penalty Fares Scheme); so as to avoid causing confusion for our passengers. This scheme will now include all stations under schemes previously operated by Govia Thameslink Railway Limited and Southern Railway Limited. The scheme will also take into account the provision of penalty fare notices issued electronically, which will take effect from September 2015.
- 1.3 We have prepared this Penalty Fares 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.
 - The Railways (Penalty Fares) (Amendment) Regulations 2005.
- 1.4 In line with rule 3.2, we will send copies of this Penalty Fares Scheme to:
- The Department for Transport.
 - Passenger Focus.
 - London TravelWatch.

2 Penalty Fares Trains

- 2.1 For the purposes of this Penalty Fares Scheme, all the trains that we operate will be Penalty Fares Trains.

3 Penalty Fares Stations

- 3.1 For the purposes of this Penalty Fares Scheme, the following stations will be Penalty Fares Stations.

Aldrington	Amberley	Anerley
Alexandra Palace	Arlesey	Ashwell & Morden
Angmering	Arundel	Ashford International
Ashtead	Ashurst	Balham

Balcombe	Baldock	Bayford
Banstead	Barnham	Battersea Park
Beckenham Junction	Bedhampton	Belmont
Bedford	Biggleswade	Bowes Park
Bellingham	Beckenham Hill	Ravensbourne
Berkhamstead	Berwick	Bexhill
Billingshurst	Birkbeck	Bletchley
Bognor Regis	Bookham	Bosham
Bournemouth	Boxhill & Westhumble	Brockenhurst
Brighton	Brookmans Park	Burgess Hill
Brockley	Burgess Hill	Carshalton Beeches
Cambridge	Carshalton	City Thameslink
Caterham	Charing Cross	Cheam
Chichester	Chipstead	Christchurch
Clandon	Clapham High Street	Clapham Junction
Collington	Cooden Beach	Cosham
Cooksbridge	Epsom	Eastleigh
Coulsdon South	Coulsdon Town	Cowden
Crawley	Crowborough	Crystal Palace
Cricklewood	Cuffley	Downham Market
Dorking	Dorman	Durrington On Sea
Drayton Park	East Croydon	Elephant & Castle
Earlswood	East Dulwich	East Grinstead
East Worthing	Eastbourne	Edenbridge Town
Effingham Junction	Emsworth	Epsom Downs
Elstree & Borehamwood	Ely	Enfield Chase
Eridge	Ewell East	Falmer
Essex Road	Farringdon	Finsbury Park
Fareham	Faygate	Fishbourne
Fishergate	Ford	Forest Hill
Flitwick	Foxton	Gatwick Airport
Fratton	Gipsy Hill	Glynde
Gordon Hill	Grange Park	Hackbridge
Goring-by-Sea	Guildford	Ham Street
Hadley Wood	Harlington	Harpenden
Hampden Park	Harrow & Wealdstone	Hastings
Harringay	Hassocks	Hatfield
Havant	Hemel Hempstead	Hever
Haydons Road	Haywards Heath	Hendon
Herne Hill	Hertford North	Highbury & Islington
Hilsea	Holmwood	Horley
Hitchin	Hornsey	Huntingdon
Honor Oak Park	Denmark Hill	Nutbourne
Horsham	Horsley	Hove
Hurst Green	Ifield	Imperial Wharf
Kenley	Kensington Olympia	Kingswood
Kentish Town	Kings Lynn	Knebworth
Lancing	Leatherhead	Leighton Buzzard
Leagrave	Letchworth Garden City	Littleport
Lewes	Lingfield	Littlehampton

Littlehaven	London Road (Guildford)	London Road (Brighton)
London Blackfriars	London Bridge	London Kings Cross
London St Pancras International	Loughborough Junction	Luton
Luton Airport Parkway	Meldreth	Mill Hill Broadway
Merstham	Milton Keynes Central	Moulsecomb
Mitcham Eastfields	Mitcham Junction	Moorgate
Morden South	New Barnet	New Southgate
New Cross Gate	New Milton	Newhaven Town
Norbury	Oakleigh Park	Old Street
North Dulwich	Norwood Junction	Ockley
Nunhead	Crofton Park	Catford
Oxtead	Peckham Rye	Penge West
Palmers Green	Peterborough	Potters Bar
Pevensey & Westham	Plumpton	Polegate
Portchester	Portslade	Portsmouth & Southsea
Portsmouth Harbour	Pulborough	Purley
Preston Park	Radlett	Redhill
Purley Oaks	Queens Road Peckham	Reedham
Reigate	Riddlesdown	Rye
Royston	Sandy	Selhurst
Salfords	Sanderstead	Seaford
Selhurst	Shepherds Bush	Shoreham-by-Sea
Shepreth	South Merton	St Albans
South Bermondsey	South Croydon	Southampton Central
Southbourne	Southwick	St Leonards Warrior Square
St Helier	St Neots	Stevenage
Streatham	Buxtead	Sutton
Streatham Common	Streatham Hill	Swanwick
Sutton Common	Thornton Heath	Three Bridges
Sydenham	Tadworth	Tattenham Corner
Tonbridge	Tring	Uckfield
Tooting	Tulse Hill	Waterbeach
Upper Warlingham	Victoria	Waddon
Wallington	Wandsworth Common	Wandsworth Road
Warblington	Warnham	Waterloo East
Watford Junction	Wembley Central	West Brompton
Watlington	Watton-At-Stone	Welham Green
Welwyn Garden City	Welwyn North	West Hampstead Thameslink
West Croydon	West Norwood	West Worthing
West Sutton	Wimbledon	Wimbledon Chase
Whyteleafe South	Whyteleafe	Woldingham
Winchmore Hill	Wivelsfield	Woodmanstone
Worthing		

A map showing where these Penalty Fares Stations are is attached as Appendix A.

3.2 These stations include all of the stations served by Penalty Fares Trains except Crews Hill, Appledore, Winchelsea, Doleham, Three Oaks, Ore, Normans Bay, Pevensey Bay, Southease, Bishopstone, Nutfield, Godstone,

Edenbridge, Penhurst & Leigh as they do not currently fulfil the minimum ticket facility required by the Penalty Fares Rules.

- 3.3 Crews Hill will become a Penalty Fares Station in 2016 following the installation and operation of ticket vending machines at the station.
- 3.4 These stations include all of the stations served by Penalty Fares Trains except Crews Hill Station until the date when it becomes a Penalty Fares Station.

4 Compulsory Ticket Areas

- 4.1 The Penalty Fares Scheme will not create any compulsory ticket areas

5 Ticket Facilities

- 5.1 The ticket facilities provided at each Penalty Fares station are set out in Appendix B. A second way of buying tickets is provided in the form of a 'permit to travel' machine or ticket machine. At some stations a 'permit to travel' machine will be the only facility available.
- 5.2 The ticket facilities at each Penalty Fares station are sufficient to meet the Ticketing and Settlement Agreement and Passengers' Charter queuing standards under normal circumstances at all times of day. Our aim is that you shouldn't have to wait for more than three minutes before being served, and no more than five minutes at busy times.

To make sure that passengers are not charged Penalty Fares when the queuing standards are not met, we will monitor the queuing time on a regular basis, especially during rush hours and issue instructions through the mobile phone text system to our revenue protection staff that discretion should be used if excessive queues build up.

- 5.3 At staffed stations, staff will check ticket and 'permit to travel' machines every day that the station is staffed. Staff will be trained to correct faults themselves wherever possible. When this is not possible, our maintenance contractors will repair any faults. Under our maintenance contract, machine faults will normally be corrected within 24 hours.
- 5.4 At unstaffed stations daily visits will be made by staff to check the ticket and permit to travel machines. Staff will be trained to correct faults themselves wherever possible. When this is not possible, our maintenance contractors will repair any faults. Under our maintenance contract, machine faults will normally be corrected within 24 hours.
- 5.5 At staffed stations, 'permit to travel' machines, where installed, 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 'permit to travel' machine whenever unusually long queues build up at the ticket office. This standard is five minutes at peak times and three minutes at other times.

6 Publicity and Warning Notices

- 6.1 In line with rules 3 and 4, notices telling passengers that we are going to introduce a Penalty Fares Scheme will be displayed where they can be seen clearly at each Penalty Fares station from the start of the franchise operation. The wording of the notices is shown in Appendix C.
- 6.2 As well as these notices, we will do the following to make sure that the introduction of the Penalty Fares Scheme is well publicised:
- Press Releases
 - Information on our Website
 - Notifying User Groups by letter
 - Leaflets
- 6.3 Before the Penalty Fares Scheme is introduced, we will brief ticket office staff, platform staff, customer services staff and train crew about how the Penalty Fares Scheme will work. We will keep a record of this briefing.
- 6.4 We will produce leaflets which will explain how the Penalty Fares 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, at all staffed Penalty Fares Stations from the start of the franchise operation. We will do all we reasonably can to make sure that copies of the leaflet are available at each staffed Penalty Fares station and from our customer services department for as long as the Penalty Fares Scheme remains in force. We will give a copy of this leaflet and a copy of the SRA's Penalty Fares Rules to each person who asks for information about the Penalty Fares Scheme under rule 8. The wording of the leaflet is attached as Appendix D. Our customer services department will send a large-print version or audio-tape version of the leaflet to anyone who asks.
- 6.5 Penalty Fares warning notices will be displayed in line with rule 4, at each Penalty Fares station from the date the Penalty Fares Scheme is introduced and for as long as the Penalty Fares Scheme remains in force. These notices will take the form of posters in special poster sites, 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 will follow the signing guidelines contained in the Code of Practice on Penalty Fares produced by the Association of Train Operating Companies. We will 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. As part of station access checks we currently carry out, we will ensure Penalty Fares Warning notices are in place at stations run by other operator.

7 Selecting and Training Of Authorised Collectors

- 7.1 All persons who are appointed to Authorised Collector posts will undergo the following recruitment process, whether they are internal or external.

Shortlisted applicants for interview will be invited to a recruitment day and supplied with job data sheets informing them of details of the post duties, person specifications and conditions.

During the recruitment day, candidates will undertake a number of tests that assist the selection panel in deciding if candidates have the ability to undertake the role. The test will include:

- Numerical skills where emphasis is straightforward calculation and understanding of arithmetical operations.
- Using information where we will measure speed and accuracy in checking information.
- Report writing: we will consider accuracy of information, clarity, spelling and neatness.
- Formal interview with a panel comprising of a minimum of 2 persons. This will take approximately 20-30 minutes and will consist of a set of questions devised for the round of interviews. Questions will aim at identifying a match to the post's Person Specification personality and will identify any negative responses.

7.2 We will train each person who is to be an Authorised Collector to make sure that they do this job properly. The training will include:

- Product training, including ticket types and restrictions, excess fares and railcards;
- National Rail Conditions of Carriage;
- National Routing Guide;
- Rail bye-laws;
- Penalty Fares Rule and Regulations;
- Details of this Penalty Fares Scheme, including how Authorised Collectors should use their discretion;
- Customer service, including how to apply the Penalty Fares rules to customers in a fair and consistent manner; and
- Conflict management.

This training will be carried out by internal trainers and external specialist training companies and will be given to set guidelines, session plans and standards.

We will keep appropriate records of this training.

7.3 After the training, we will assess trainees' knowledge and ability. We will only appoint someone as an Authorised Collector and give that person identification as an Authorised Collector, if that person shows a satisfactory knowledge of the subjects listed above.

7.4 We will give refresher training to each Authorised Collector every 18 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 the assessment, we will not allow them to continue as an Authorised Collector until they successfully pass an

assessment after more training. We will keep appropriate records of this refresher training.

- 7.5 We will fully investigate all complaints about Authorised Collectors or how this Penalty Fares Scheme is run and we will take any action which is necessary as a result. We will keep records of the investigation and the action which we take. If appropriate, we will remove an Authorised Collector from duty and withdraw their Authorised Collector's identification, until they have been given extra training and re-assessed as being satisfactory.
- 7.6 Each Authorised Collector will be given a routine briefing by his or her supervisor or manager every four weeks, covering relevant issues concerning safety, customer service, product changes and revenue protection. Authorised Collectors will also be proactively monitored by their supervisor or managed to ensure they are following the Penalty Fares procedures correctly.
- 7.7 We will use a combination of induction training and briefing to make sure that other staff, including ticket office staff, platform staff, customer services staff and train crew, know how the 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 a distinctive uniform that clearly shows that they work for GTR, along with an indication of the route they normally work. 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 badge with them. The design of this badge 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 (PFN). 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 GTR retail companion. The instructions will include details of the Penalty Fares Trains and Penalty Fares Stations under this Penalty Fares Scheme, the opening hours and contact phone numbers for the ticket office at each Penalty Fares station and the retail control centre. It will include details of the arrangements made concerning 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 where a Penalty Fare should and should not be issued. This includes the following examples:

Passengers will normally be charged a Penalty Fare where:

- they have standard class tickets and are travelling in first class (it should be noted that GTR's policy is that First Class upgrades have to be purchased in advance of travel. No on board upgrades are possible)
- they have changed onto a Penalty Fares train from another train

Passengers will not normally be charged a Penalty Fare where:

- they have a ticket for their journey, but are travelling by a route for which that ticket is not valid
- they have tickets which are not valid only because of a ticket restriction
- season ticket holders who do not have their season ticket with them.

A Penalty Fare will not be issued to a customer under the following situations as a matter of policy on GTR:

- When there are no facilities at a station to purchase a ticket due to Booking Office temporary closure or self- service machine failure;
- When there are no Warning Notices displayed at the originating station;
- Where a member of staff informs a customer to board a train without a valid ticket. This situation is extremely rare as all staff are informed not to encourage customers to board a train without a valid ticket unless there is a problem with the ticket machines, ticket office queues or where a customer could miss a flight, hospital appointment etc. In these cases the member of staff would inform the Service Delivery Centre of his or her actions. The Control would then inform the Revenue Protection staff via the pager system; and
- When an Authorised Collector does not have in their possession their Authorised Collectors badge.
- During a major service disruption within the areas affected.

8.5 Authorised Collectors will be given the discretion not to charge a Penalty Fare, and either charge the 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 this discretion, which will be used towards:

- 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 on the train or stand in a queue for a long time.
- passengers who are not aware of the Penalty Fares 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 or a 'permit to travel' machine, who have enough money (or credit or debit cards) to buy a ticket, but not the correct coins or notes needed to use the ticket or 'permit to travel' machine;
- passengers travelling from stations where the only available ticket facilities are ticket machines, who claim that the machines were accepting coins only or the exact fare only and the passenger did not have the necessary coins (unless the Authorised Collector can confirm that the machines are in fact working normally. Confirmation will be sought through a telephone

call to the GTR retail control centre, who will be able to confirm the current machine status).

- 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 when the train service is severely disrupted.
- airport passengers travelling to and from Gatwick Airport or London Luton Airport, especially for visitors unfamiliar with the UK Rail Network and people hurrying to catch flights.
- passengers with standard class tickets who are elderly or pregnant and who are travelling in first class accommodation because no standard class seats are available.
- passengers travelling from a station with ticket facilities, who claim that none of the ticket facilities at the station were working (unless the Authorised Collector can confirm that the machines are in fact working normally. Confirmation will be sought through a telephone call to the GTR retail control centre, who will be able to confirm the current machine status).

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.

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 the remaining balance. Authorised Collectors will be given the discretion to not charge a minimum payment on the spot and instead allow passengers 21 days in which to pay the full amount of the penalty fare retrospectively.

8.8 If a barrier check is to be carried out at a station **without** a CTA, Authorised Collectors will make sure:

- that they are in a position where they can see that a person approaching the barrier has got off a train; or
- that they carry out a thorough search of the platform area before the check starts, to make sure that there is no-one on the platform side of the barrier check who is not travelling.

For the avoidance of doubt, all tickets must be purchased prior to travelling. GTR policy is that passengers will not be able to purchase tickets on-board train except in the circumstances described in section 8.5 above.

There will be occasions where special ticket examination exercises are undertaken at locations where GTR interchange with the LUL, such as Farringdon. GTR and LUL staff will conduct these exercises jointly so that customers are dealt with under the correct Penalty Fares scheme.

8.9 Only authorised collectors, previously employed by Southern Railways, will be paid 5% commission for notices issued whilst all other staff will not be paid

commission, and will not receive a bonus payment for collecting the full payment on the spot.

- 8.10 We reserve the right to prosecute passengers if we think they intended to avoid paying their fare or have committed an offence under the national railway byelaws or the Regulation of Railways Act 1889. 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 Availability of Ticket Facilities and Display of Warning Notices

- 9.1 We will set up a centralised retail control and support centre. This will be open on a 24 hours basis, 7 days a week. Ticket Office staff at each Penalty Fares station which we operate will tell the centre:

- 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 will provide the above information to the retail control centre.

- 9.2 At unstaffed stations, staff visiting every weekday will check machines and notify the retail control centre of any non-availability of ticket facilities. Modern self-service ticket machines now self-report their machine status via a web enabled dashboard. We will make use of this facility within our control centre.
- 9.3 We will make arrangements with other operators to provide information on availability of ticket facilities at stations which they control and are served by GTR's Penalty Fares Trains.
- 9.4 The retail control centre will keep an appropriate record of the information it has received and will give this to IPFAS as necessary so that it can investigate appeals.
- 9.5 We will give each Authorised Collector a mobile phone and a portable computer, to which the retail control centre will send details of ticket office closures, very long ticket queues and faulty ticket or 'permit to travel' machines to every Authorised Collector. We will give each Authorised Collector a mobile phone so they can confirm whether ticket offices are open and whether ticket and 'permit to travel' machines are working properly, with the retail control centre or with the station staff.

10 Selling Tickets On Board Trains

- 10.1 All Revenue Protection staff will be trained to be authorised collectors. Staff who are employed as train conductors will not be authorised collectors, 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:

PENALTY FARE WARNING

When travelling from a Penalty Fare Station, within a Penalty Fares Area, you must buy your ticket (or obtain a permit to travel) before you board the train where ticket or permit issuing facilities are available. If you do not, then:

- If an Authorised Penalty Fares Collector is inspecting tickets you may be charged a £20 Penalty Fare or twice the appropriate full single fare to the next station stop, whichever is greater.
- If another member of ticket examination staff is inspecting tickets, you will only be sold a full-price standard single or return ticket. When a Penalty Fares Inspector is inspecting tickets no other member of ticket examination staff will sell tickets on board the train or at your destination station.

The Penalty Fare warning will be issued in one of two ways:

- On the reverse of an Avantix issued ticket, an extra ticket will be issued to any Passenger being sold a ticket, who is liable for a Penalty Fare (this is for auditing purposes).
- Ticket inspection staff that are not trained on how to use an Avantix machine will issue a warning card; the cards will be similar size to a credit card.
- We have trained all the Train Team Managers and Team leaders and supplied them with the material for above. They in turn have trained on-trained staff on one to one basis as the complete training takes some 15 minutes. Refresher training will be given as part of on train staff briefing process.

Both options above will be monitored by regular checks by supervisors and by mystery shoppers. Monitoring will be undertaken as part of the downloading process of AVANTIX machine at the end of each shift. A print can be obtained from the SDRU which details each ticket issued during the shift, the origin and destination, type of ticket and the fare paid. Additionally, the same printout identifies whether the Penalty Fare Warning ticket has been issued from the machine. Prints should be obtained according to locations.

Results of both monitoring processes will be recorded and be able to be audited. Arrangements will be made to ensure that all on-train staff are monitored at least once every 15 weeks. On-train staff found not to be issuing Penalty Fares Warnings will be initially re-briefed on the importance of their

issue and subsequently if they continue to fail to use Penalty Fare Warnings, will be dealt with through the disciplinary procedure. Also Avantix tickets can be audited to ensure that an extra ticket had been issued.

11 Arrangements with Other Operators

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

Station	Is there a CTA?	Also served by trains operated by:	Does this operator have a Penalty Fares Scheme?	Arrangements that will apply
Ashted	No	SWT	Yes	E & F
Balham(Gated Station)	No	(LUL does not effect this station)	N/A	N/A
Barnham	No	First Great Western	No	A
Bedford	No	East Midlands Trains London Midland	Yes No	E & F A
Birkbeck	No	(Tramlink Platform Entrance Separate to Train Platform Entrance)	N/A	N/A
Boxhill & Westhumble	No	SWT	Yes	E & F
Brighton	No	First Great Western	No	A
Chichester	No	First Great Western	No	A
Denmark Hill	No	South Eastern Trains London Overground	Yes Yes	E & F G
Dorking	No	SWT	Yes	E & F
Downham Market	No	Greater Anglia	Yes	E & F
Earlswood	No	Southeastern	Yes	E & F
Elephant & Castle	No	Southeastern	Yes	E & F
Epsom	No	SWT	Yes	E & F
Hove	No	First Great Western	No	A
Kings Lynn	No	Greater Anglia	Yes	E & F
Leatherhead	No	SWT	Yes	E & F
Littleport	No	Greater Anglia	Yes	E & F
London Blackfriars	No	Southeastern	Yes	E & F
London Victoria	No	Southeastern	Yes	E & F
Loughborough Junction	No	Southeastern	Yes	E & F
Luton	No	East Midlands Trains	Yes	E & F
Luton Airport Parkway	No	East Midlands Trains	Yes	E & F
Nunhead	No	South Eastern	Yes	E & F
Ore	No	Southeastern	No	A
Peckham Rye	No	Southeastern	Yes	E & F
Redhill	No	First Great Western	No	A
Reigate	No	First Great Western	No	A
Shoreham by Sea	No	First Great Western	No	A
Stevenage	No	East Coast	No	A

Station	Is there a CTA?	Also served by trains operated by:	Does this operator have a Penalty Fares Scheme?	Arrangements that will apply
		Hull Trains	No	A
Three Bridges	No	First Great Western	No	A
Waterbeach	No	Greater Anglia	Yes	E & F
Watlington	No	Greater Anglia	Yes	E & F
Worthing	No	First Great Western	No	A

Other TOC Stations and Arrangements

Station	Is there a CTA?	Station GTR trains serve and operated by:	Does this operator have a Penalty Fares Scheme?	Arrangements that will apply
Anerley	No	London Overground	Yes	A
Ashford International	No	Southeastern	Yes	E & F
Bedhampton	No	SWT	Yes	E & F

Station	Is there a CTA?	Station GTR trains serve and operated by:	Does this operator have a Penalty Fares Scheme?	Arrangements that will apply
Berkhamstead	No	London Midland	Yes	E & F
Bletchley	No	London Midland	Yes	E & F
Bookham	No	SWT	Yes	E & F
Brighton	No	First Great Western	No	A
Brockley	No	London Overground	Yes	A
Cambridge	No	Greater Anglia Cross Country	Yes No	E & F C
Clandon	No	SWT	Yes	E & F
Clapham Junction	No	SWT LOROL	Yes Yes	E & F A
Cosham	No	SWT First Great Western	Yes No	E & F A
Crystal Palace	No	London Overground	Yes	A
Effingham Junction	No	SWT	Yes	E & F
Ely	No	Greater Anglia Cross Country	Yes No	E & F C
Fareham	No	SWT First Great Western	Yes No	E & F A
Finsbury Park	No	London Underground	Yes	G
Forest Hill	No	London Overground	Yes	A
Fratton	No	SWT First Great Western	Yes No	E & F A
Gatwick Airport	No	First Great Western	No	A
Guildford	No	SWT First Great Western Arriva Cross Country	Yes No No	E & F A A
Harrow and Wealdstone	No	London Midland LUL LOROL	Yes Yes Yes	E & F A A
Hastings	No	Southeastern	Yes	E & F
Havant	No	SWT Southeastern	Yes No	E & F A
Hemel Hempstead	No	London Midland	Yes	E & F
Herne Hill	No	Southeastern	Yes	E & F
Highbury and Islington	No	London Underground London Overground	Yes Yes	G G
Hilsea	No	SWT First Great Western	Yes No	E & F A
Honor Oak Park	No	London Overground	Yes	A
Horsley	No	SWT	Yes	E & F
Imperial Wharf	No	LOROL	Yes	A
Kensington Olympia	No	LOROL Arriva Cross Country	Yes No	A A
Kentish Town	No	London Underground	Yes	G
Leighton Buzzard	No	London Midland	Yes	E & F
London Bridge	No	Southeastern	Yes	E & F

Station	Is there a CTA?	Station GTR trains serve and operated by:	Does this operator have a Penalty Fares Scheme?	Arrangements that will apply
London Bridge	No	Southeastern	Yes	E & F
London Kings Cross	No	East Coast Grand Central Hull Trains	No No No	B D D
London Road Guildford	No	SWT	Yes	E & F
London St Pancras International	No	East Midlands Trains Southeastern	Yes Yes	B B
Milton Keynes	No	London Midland Virgin Trains LUL	Yes No Yes	E & F A A
Moorgate	No	London Underground	Yes	G
New Cross Gate	No	London Overground	Yes	A
Norwood Junction	No	London Overground	Yes	A
Old Street	No	London Underground	Yes	G
Penge West	No	London Overground	Yes	A
Peterborough	No	East Coast East Midlands Trains	No Yes	A A
Portchester	No	SWT First Great Western	Yes No	E & F A
Portsmouth & Southsea	No	SWT First Great Western	Yes No	E & F A
Portsmouth Harbour	No	SWT First Great Western	Yes No	E & F A
Redhill	No	First Great Western	No	A
Selhurst	No	Southern	Yes	E & F
Shepherds Bush	No	LOROL	Yes	A
Southampton Central	No	SWT First Great Western Virgin	Yes No	E & F A
St Leonards Warrior Square	No	Southeastern	Yes	E & F
Swanwick	No	SWT First Great Western	Yes No	E & F A
Sydenham	No	London Overground	Yes	A
Tonbridge	No	Southeastern	Yes	E & F
Tring	No	London Midland	Yes	E & F
Watford Junction	No	London Midland Virgin LOROL	Yes No Yes	E&F A A
Wembley Central	No	London Midland LUL LOROL	Yes Yes Yes	E & F A A
West Brompton	No	LUL LOROL	Yes Yes	A A
West Croydon	No	London Overground	Yes	A
Wimbledon	No	South West Trains	Yes	E & F

Station	Is there a CTA?	Station GTR trains serve and operated by:	Does this operator have a Penalty Fares Scheme?	Arrangements that will apply
		London Tramlink London Underground	Yes Yes	E & F G
Wimbledon	No	SWT LUL	Yes Yes	E & F A
Woolston	No	SWT First Great Western	Yes No	E & F A

A - Passengers getting off this operator's trains will not be charged penalty fares, but will be dealt with in line with the current National Rail Conditions of Carriage. It is normally possible to see who has got off this operator's trains from the place where checks are carried out. Passengers dealt with by East Coast staff will be issued a warning notice if they have been sold a ticket when the journey has been made within the GTR penalty fare scheme

B - Passengers joining or getting off 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 joining or getting off this operator's trains will not be charged penalty fares.

D - Passengers who say they have got off this operator's trains (at or around the times when this operator's trains arrive) will not be charged a penalty fare. Only a few trains run by this operator serve this station on any given day.

E - Penalty fares will be charged to passengers getting off 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 in the details of the other operator's scheme, including the relevant discretion guidelines and 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 who he or she is authorised to collect penalty fares for.

F – We will authorise this operator's authorised collectors to charge penalty fares under this scheme on our behalf. These authorised collectors will be given details of this scheme, including the discretion guidelines and details of how to contact the Information Centre.

G - London Underground or London Overground operate a penalty fares scheme at these stations, but we will not issue penalty fares to their passengers and vice-versa at this station.

12 Appeals

- 12.1 All appeals against a penalty fare charged under this Penalty Fares Scheme will be handled by the Independent Penalty Fares Appeal Service (IPFAS), in line with the Penalty Fares Rules. Every passenger charged a penalty fare under this Penalty Fares 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 the code of practice approved by the Rail Regulator on 23 December 1997, 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. It is also available on the IPFAS website.
- 12.3 We will give IPFAS details of this Penalty Fares Scheme, including details of ticket facilities and ticket office opening hours, 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 IPFAS the necessary contact details for the retail control centre, relevant revenue protection managers and ticket offices so that they can investigate appeals. We will pay IPFAS a set fee for each appeal, whether or not the appeal is accepted.

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 leaflet 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 and on board trains, 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).

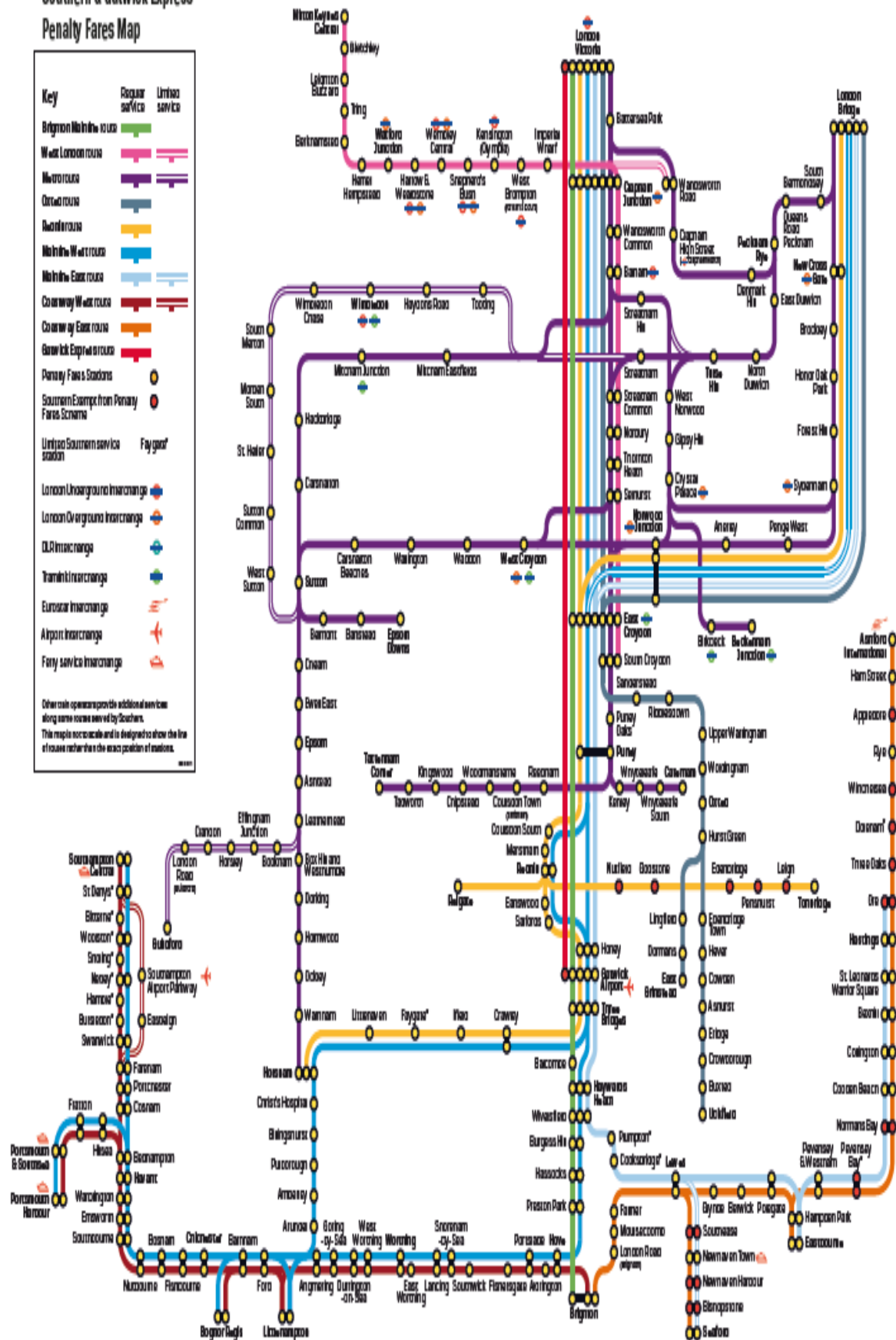
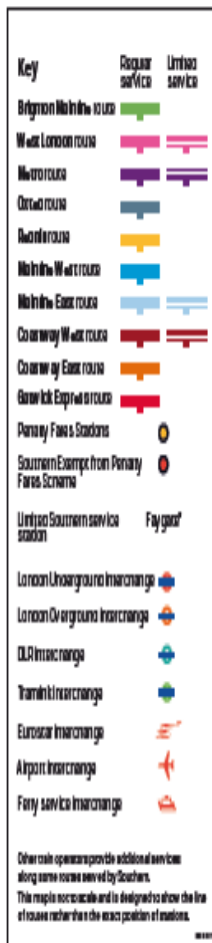
Appendix A - Map showing Penalty Fares Trains and Penalty Fares Stations

Penalty Fares Area

This is a general guide to the basic **DAILY** service.
Not all trains stop at all stations on each coloured line – please check the timetable.



Southern & Gatwick Express Penalty Fares Map



Appendix B - Summary of the ticket facilities available at Penalty Fares Stations

Station	Operator	Ticket office opening hours			'Permit to travel' machine	Ticket machine [Location and type]
		Monday - Friday	Saturday	Sunday		
Aldrington	Govia Thameslink Railway	Unmanned	Unmanned	Unmanned	1	1 x QT c + c Platform 1
Alexandra Palace	Govia Thameslink Railway	0615-1240 1530-1900	0900-1525	Closed	0	1 x ShereSmart
Amberley (1 Entrance Only)	Govia Thameslink Railway	Unmanned	Unmanned	Unmanned	0	1 x QT c + c
Angmering	Govia Thameslink Railway	06:25 – 19:35	06:40 – 20:05	08:10 – 15:45	1	1 x QT c + c Platform 1
Appledore	Govia Thameslink Railway	Unmanned	Unmanned	Unmanned	0	None
Arlesey	Govia Thameslink Railway	0645-1210	0745-1310	Closed	0	1xShereSmart
Arundel	Govia Thameslink Railway	06:00 – 19:25	08:10 – 14:45	08:10 – 16:45	0	2 x QT c + c
Ashted	Govia Thameslink Railway	06:40 – 20:05	07:50 – 14:25	09:10 – 16:45	0	2 x QT c + c Platform 1, 1 x QT c + c Platform 2
Ashurst	Govia Thameslink Railway	Unmanned	Unmanned	Unmanned	1	Main and only way in

Ashwell and Morden	Govia Railway	Thameslink	0630-0915	Closed	Closed	1	1 x Atos FAST cash and card
Balcombe	Govia Railway	Thameslink	06:10 – 14:30	06:10 – 14:30	Closed	1	1 x QT c + c
Baldock	Govia Railway	Thameslink	0640-1310	0800-1310	Closed	0	2 x ShereSmart
Balham	Govia Railway	Thameslink	06:10 – 21:30	06:10 – 21:30	07:10 – 20:45	0	3 x QT c + c Booking Hall
Banstead (1 Entrance Only)	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	0	1 x QT 1 c + c
Barnham	Govia Railway	Thameslink	05:30 – 22:25	05:30 – 22:25	06:00 – 21:25	0	2 x QT c + c Booking Hall
Battersea Park	Govia Railway	Thameslink	06:25 – 17:50	07:50 – 14:25	09:10 – 16:45	1	1 x QT c + c Booking Hall
Bayford	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1	1 x ShereFast
Beckenham Hill	Govia Railway	Thameslink	0640-1320	Closed	Closed	0	1 x S&B Ticket Xpress
Bedford	Govia Railway	Thameslink	0545-2100	0545-2100	0715-2115	0	1 x Atos FAST cash and card 1 x Atos FAST card only 3 x S&B Ticket Xpress
Bellingham	Govia Railway	Thameslink	0610-1930	0640-1320	0810-1320	0	1 x S&B Ticket Xpress
Belmont	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	0	1 x QT c + c On Platform
Berwick	Govia Railway	Thameslink	06:10 – 11:45	N/A	N/A	0	1 x QT c + c Platform 1 1 x QT c + c Platform 2
Bexhill	Govia Railway	Thameslink	06:10 – 19:35	06:10 – 19:35	08:10 – 15:45	0	1 x QT c + c Front of Station

Biggleswade	Govia Railway	Thameslink	0620-1415	0800-1415	0815-1415	0	1 x Atos FAST cash and card 1 x S&B Ticket Xpress
Billingshurst	Govia Railway	Thameslink	06:00 – 19:25	07:10 – 13:45	08:10 – 16:45	0	1 x QT c + c Platform 1 1 x QT c + c Platform 2
Birbeck	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1	1 x QT c + c Station Front
Bishopstone (not in scheme)	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	2	None
Bognor Regis	Govia Railway	Thameslink	06:00 – 19:50	06:00 – 19:50	08:10 – 19:45	0	1 x QT c + c On Concourse
Bosham	Govia Railway	Thameslink	06:10 – 10:25	Closed	Closed	0	1 x QT c + c Platform 2 1 x QT c + c Platform 1
Bowes Park	Govia Railway	Thameslink	0645-1000	Closed	Closed	1	1 x Atos FAST cash and card
Boxhill & Westhumble	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	0	1 x QT c + c
Brighton	Govia Railway	Thameslink	03:45 – 01:45	03:45 – 01:45	03:45 – 01:45	0	4 x QT c + c. 4 x QT c Concourse. 1 x QT c Car Park. 1 x QT c + c. 1 x QT c Subway Main Entrance
Brookmans Park	Govia Railway	Thameslink	0650-1000	Closed	Closed		1 x Atos FAST cash and card
Burgess Hill	Govia Railway	Thameslink	0610 – 1955	0610– 1955	0900– 1630	1	3 x Atos FAST cash and card
Buxted	Govia Railway	Thameslink	05:55 – 12:30	06:30 – 13:05	Closed	0	1 x QT c + c Station Front
Cambridge	Greater Anglia		05.10-23.00	05.10-23.00	0700-22.55		3 x Atos FAST cash and card 1 x S&B Ticket Xpress
Carshalton	Govia	Thameslink	0610 – 1935	0810 – 1445	0910 – 1645	1	2 x Atos FAST cash and

	Railway					card
Carshalton Beeches	Govia Railway	Thameslink	06:10 – 19:35	08:10 – 14:45	09:10 – 16:45	0 1 x QT c + c Station Front 1 x QT c + c
Caterham	Govia Railway	Thameslink	05:40 – 19:05	06:10 – 19:30	08:20 – 16:35	0 1 x QT c + c Booking Hall 1 x QT c + c
Catford	Govia Railway	Thameslink	0640-2025	0740-1420	0810-1540	1 x S&B Ticket Xpress
Cheam	Govia Railway	Thameslink	06:25 – 19:50	07:50 – 14:25	08:10 – 15:45	0 1 x QT c + c Platform 1, 1 x QT c + c Platform 2 1 x QT c + c Booking Hall
Chichester	Govia Railway	Thameslink	05:10 – 22:45	05:10 – 22:45	06:40 – 21:45	0 1 x QT c + c Down Side Entrance 2 x QT c + c Up Side Entrance
Chipstead	Govia Railway	Thameslink	06:10 – 10:40	Closed	Closed	0 1 x QT c + c Platform 1
Christ's Hospital	Govia Railway	Thameslink	06:40 – 10:40	Closed	Closed	1 1 x QT c + c Station Front
City Thameslink	Govia Railway	Thameslink	0715-1945	Closed	Closed	3 x S&B Ticket Xpress
Clapham High Street	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1 1 x QT c + c Station Front
Collington	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1 1 x QT c + c Entrance (Platform 1) 1 x QT c + c Entrance (Platform 2)
Cooden Beech	Govia Railway	Thameslink	06:15 – 18:30	06:15 – 18:30	08:00 – 16:00	0 1 x QT c + c In Subway. 1 x QT c + c
Cooksbridge	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1 1 x QT c + c

Coulsdon South	Govia Railway	Thameslink	06:10 – 19:35	07:00 – 20:25	09:10 – 16:40	0	2 x QT c + c Platform 1 1 x QT c Platform 2
Coulsdon Town	Govia Railway	Thameslink	06:10 – 10:40	Closed	Closed	0	1 x QT c + c Station Forecourt
Cowden	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	0	1 x QT c + c
Crawley	Govia Railway	Thameslink	06:10 – 20:20	06:10 – 20:20	08:40 – 18:15	0	2 x QT c + c Ticket Office 1 x QT c + c Platform 2
Cricklewood	Govia Railway	Thameslink	0610-1910	0840-1645	0915-1745	1	1 x S&B Ticket Xpress
Crofton Park	Govia Railway	Thameslink	0640-1320	Closed	Closed	0	1 x S&B Ticket Xpress
Crowborough	Govia Railway	Thameslink	06:00 – 12:35	06:30 – 13:05	Closed	0	2 x QT c + c Station Forecourt
Crystal Palace	Govia Railway	Thameslink	06:20 – 19:45	06:45 – 20:10	07:45 – 16:20	1	1 x QT c + c Station Front
Cuffley	Govia Railway	Thameslink	06.40-18.30	0735-1400	0900-1445	0	2 x Atos FAST cash and card
Denmark Hill	Govia Railway	Thameslink	0600-2300	0600-2300	0800-2300	0	1 x S&B Ticket Xpress
Doleham	Govia Thameslink Railway		N/A	N/A	N/A	0	None
Dorking	Govia Railway	Thameslink	06:10 – 20:10	06:40 – 19:50	09:10 – 16:45	0	2 x QT c + c, 1 x QT c Outside Booking Hall
Dormans	Govia Railway	Thameslink	06:30 – 10:15	Closed	Closed	0	1 x QT c + c Main Entrance
Downham Market	Govia Railway	Thameslink	0600-1710	07.00-13.30	Closed	0	2 x Atos FAST cash and card

Drayton Park	Govia Railway	Thameslink	0630-1000	Closed	Closed	1	1 x Atos FAST cash and card
Durrington	Govia Railway	Thameslink	06:10 – 19:35	07:10 – 13:45	08:10 – 15:45	0	1 x QT c + c Front of Station 1 x QT c + c Platform 2
Earlswood	Govia Railway	Thameslink	06:30 – 10:35	Closed	Closed	0	1 x QT c + c Front of Station
East Croydon	Govia Railway	Thameslink	24 hours	24 hours	24 hours	1	14 x Atos FAST cash and card
East Dulwich	Govia Railway	Thameslink	06:10 – 17:35	08:10 – 14:45	Closed	1	1 x QT c + c Station Front
East Grinstead	Govia Railway	Thameslink	05:55 – 2:015	06:20 – 20:25	07:45 – 16:00	0	2 x QT c + c Station Front
East Worthing	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1	1 QT c + c Platform 1
Eastbourne	Govia Railway	Thameslink	0600 - 2115	05:50 – 21:15	06:40 – 21:15	0	1 x QT c + c, 1 x QT c On Concourse
Edenbridge Town	Govia Railway	Thameslink	06:30 – 13:05	07:00 – 13:35	CLOSED	0	1 x QT c + c, Station Forecourt
Elephant & Castle	Govia Railway	Thameslink	0700-2015	0900-1600	0800-1600	1	2 x S&B Ticket Xpress
Elstree & Borehamwood	Govia Railway	Thameslink	0600-2030	0600-2030	0630– 2115	0	3 x S&B Ticket Xpress
Ely	Greater Anglia		0600-2000	0600-2000	08.30-18.30	1	2 x Atos FAST cash and card
Emsworth	Govia Railway	Thameslink	06:40 – 13:15	06:40 – 13:15	08:10 – 15:45	0	1 x QT c + c Station Front 1 x QT c + c Platform 2
Enfield Chase	Govia Railway	Thameslink	0625-1250 1515-1910	0900-1525	Closed	0	1 x Atos FAST cash and card 1 x S&B Ticket Xpress

Epsom	Govia Railway	Thameslink	05:50 – 20:35	06:40 – 20:35	07:10 – 18:45	1	1 x QT c + c, 1 x QT c Booking Hall
Epsom Downs	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1	1 x QT c + c In Car PARK
Eridge	Govia Railway	Thameslink	06:00 – 12:35	06:45 – 13:20	CLOSED	0	1 x QT c + c, Station Overbridge
Essex Road	Govia Railway	Thameslink	0630-2200	Closed	Closed	0	
Ewell East	Govia Railway	Thameslink	06:30 – 13:05	08:10 – 14:45	Closed	1	1 x QT c + c Platform 1
Falmer	Govia Railway	Thameslink	06:25 – 19:50	06:25 – 19:50	09:10 – 16:45	0	2 x QT c + c Platforms 1 & 2
Farringdon	London Underground		0500 – 0030	0500– 0030	0645– 0020	0	3 x Atos FAST cash and card Various LUL self service machines
Faygate	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1	1 x QT c + c Platform 1
Finsbury Park	Govia Railway	Thameslink	06.15-21.30	06.15-21.30	0645-2100	0	8 x Atos FAST cash and card
Fishbourne	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1	1 x QT c + c Platform 1
Fishersgate	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1	1 x QT c + c Platform 1
Flitwick	Govia Railway	Thameslink	0600-1930	0715-1545	0815-1545	1	1 x Atos FAST cash and card 1 x S&B Ticket Xpress
Ford	Govia Railway	Thameslink	06:30 – 13:05	06:30 – 13:05	08:15 – 15:25 (October to March)	1	1 x QT c + c Platform 1
Foxton	Govia Railway	Thameslink	Unstaffed	Unstaffed	Unstaffed	1	1 x Atos FAST cash and card

Gatwick Airport	Govia Railway	Thameslink	24 hours	24 hours	24 hours	0	15 x Atos FAST cash and card
Gipsy Hill	Govia Railway	Thameslink	06:20 – 19:45	06:50 – 20:05	07:30 – 16:05	1	1x QT c + c + 1 x QT c Booking Hall
Glynde (footbridge from platform 2 to platform 1)	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1	1 x QT c + c Platform 1
Gordon Hill	Govia Railway	Thameslink	0635-1300	0745-1410	Closed	1	1 x Atos FAST cash and card
Goring-by-Sea	Govia Railway	Thameslink	06:20 – 12:55	06:20 – 12:55	08:10 – 15:45	0	1 x QT c + c Platform 1 1 x QT c + c Platform 2
Grange Park	Govia Railway	Thameslink	0700-1030	Closed	Closed	1	1 x Atos FAST cash and card
Hackbridge	Govia Railway	Thameslink	0610 - 1935	0730 - 1405	Closed	1	2 x Atos FAST cash and card
Hadley Wood	Govia Railway	Thameslink	0635-1000	Closed	Closed	1	1 x Atos FAST cash and card
Ham Street	Govia Railway	Thameslink	05:55 – 12:30	05:55 – 12:30	Closed	1	1 x QT c + c
Hampden Park	Govia Railway	Thameslink	06:10 – 19:35	06:15 – 12:45	06:50 – 14:25	0	1 x QT c + c Platform 2 1 x QT c + c
Harlington	Govia Railway	Thameslink	0645-1320	0815-1415	Closed	1	1 x S&B Ticket Xpress
Harpenden	Govia Railway	Thameslink	0545-2015	0615-1915	0715-2015	0	2 x Atos FAST cash and card 1 x Atos FAST card only 3 x S&B Ticket Xpress
Harringay	Govia Railway	Thameslink	0620-1245	Closed	Closed	1	1 x Atos FAST cash and card
Hassocks	Govia Railway	Thameslink	0610 - 1935	0640 - 2005	0910 - 1645	1	2 x Atos FAST cash and card
Hatfield	Govia Railway	Thameslink	06.20-20.00	06.20-20.00	08.20-19.30	0	2 x Atos FAST cash and card 1 x Atos FAST card only 1 x S&B Ticket Xpress

Haydons Road	Govia Railway	Thameslink	0700-1000	Closed	Closed	1	1 x S&B Ticket Xpress
Haywards Heath	Govia Railway	Thameslink	0555 - 2045	0555 - 2045	0710 - 2115	1	2 x Atos FAST cash and card 2 x Atos FAST card only
Hendon	Govia Railway	Thameslink	0630-1300	0800-1430	Closed	1	1 x S&B Ticket Xpress
Herne Hill	Southeastern		0610 – 1940	0630– 1940	0810– 1740	0	2 x S&B Ticket Xpress
Hertford North	Govia Railway	Thameslink	0640-1900	0745-1410	Closed	0	2 x Atos FAST cash and card 1 x Atos FAST card only 1 x S&B Ticket Xpress
Hever	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	0	1 x QT c + c Main and only Entrance
Highbury and Islington	London Underground		0615-2115	0845-1945	0930-2000	0	Various LUL self service machines
Hitchin	Govia Railway	Thameslink	06.15-20.00	06.15-20.00	07.15-18.30	0	2 x Atos FAST cash and card 2 x Atos FAST card only
Holmwood	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1	1 x QF Platform 1
Horley	Govia Railway	Thameslink	06:20 – 19:45	06:20 – 19:45	09:10 – 16:45	0	2 x QT c + c On Footbridge 1 x QT c + c Car Park
Hornsey	Govia Railway	Thameslink	0700-1325	Closed	Closed	1	1 x Atos FAST cash and card
Horsham	Govia Railway	Thameslink	06:00 – 20:20	06:00 – 20:20	06:10 – 21:15	0	1 x QT c + c Booking Hall 1 x QT c + c Back of Station
Hove	Govia Railway	Thameslink	05:50 – 21:00	05:50 – 21:00	07:10 – 21:45	0	1 x QT c + c Front of Station 1 x QT c + c Booking Hall
Huntingdon	Govia Railway	Thameslink	06.15-20.00	06.15-20.00	08.15-20.00	0	1 x Atos FAST cash and card 1 x Atos FAST card only 2 x S&B Ticket Xpress
Hurst Green	Govia Railway	Thameslink	05:50 – 19:05	06:45 – 13:20	07:55 – 16:10	0	1 x QT c + c Front of Station 1 x QT c + c Platform 2

Ifield	Govia Railway	Thameslink	06:00 – 12:35	07:00 – 13:35	Closed	0	1 x QT c + c platform 1 1 x QT c + c platform 2
Kenley	Govia Railway	Thameslink	06:00 – 12:35	06:00 – 12:35	Closed	0	1 x QT c + c Platform 1 1 x QT c + c platform 2
Kentish Town	London Underground		0530 – 0030	0530– 0030	0530– 2345	0	Various LUL self service ticket machines
Kings Lynn	Govia Railway	Thameslink	05.30-20.00	05.30-19.30	07.50-17.00	1	2 x Atos FAST cash and card 1 x Atos FAST card only
Kingswood	Govia Railway	Thameslink	06:10 – 12:45	Closed	Closed	0	1 x QT c + c Platform 1
Knebworth	Govia Railway	Thameslink	0650-1315	0800-1345	Closed	1	1 x Atos FAST cash and card
Lancing	Govia Railway	Thameslink	06:10 – 19:35	06:30 – 19:55	08:10 – 15:45	0	1 x QT c + c Station Front 1 x QT c + c Platform 1
Leagrave	Govia Railway	Thameslink	0600-1930	0600-1920	0745-1745	1	1 x Atos FAST card only 2 x S&B Ticket Xpress
Leatherhead	Govia Railway	Thameslink	06:10 – 19:58	06:10 – 19:58	09:10 – 16:40	0	1 x QT c + c Station Front 1 x QT c + c Platform 2
Letchworth	Govia Railway	Thameslink	06.10-20.00	0700-1930	0900-1710	1	1 x Atos FAST cash and card 2 x S&B Ticket Xpress
Lewes	Govia Railway	Thameslink	06:30 – 20:45	06:30 – 20:20	07:30 – 19:15	0	1 x QT c + c Station Front 1 x QT c + c in place of old Pertis Machine at rear
Lingfield	Govia Railway	Thameslink	06:20 – 19:35	07:30 – 14:05	08:10 – 16:25	1	2 x QT c + c Station Entrance
Littlehampton	Govia Railway	Thameslink	05:50 – 19:15	06:30 – 19:55	08:10 – 19:45	0	1 x QT c + c On Concourse
Littlehaven	Govia Railway	Thameslink	06:00 – 12:00 (Mon) 06:40 – 10:45 (Tue- Fri)	06:40 – 10:45	Closed	0	1 x QT c + c Platform 1 1 x QT c + c Platform 2
Littleport	Govia Railway	Thameslink	Unstaffed	Unstaffed	Unstaffed	1	1 x Atos FAST cash and card

London Blackfriars	Govia Thameslink Railway	0715-2030	0700-2015	0800-1600	0	4 x Atos FAST cash and card 3 x S&B Ticket Xpress
London Bridge	Southeastern	0450 – 0120	0505– 0120	0645– 0120		10 x S&B Ticket Xpress
London Kings Cross	East Coast	24 hour	24 hour	24 hour		2 x Atos FAST cash and card 4 x S&B Ticket Xpress
London Road Brighton	Govia Thameslink Railway	06:55 – 13:30	06:55 – 13:30	Closed	1	1 x QT c + c Platform 1 1 x QT c + c Platform 2
London St Pancras International	Govia Thameslink Railway	0600-2315	0600-2315	0710-2315		4 x S&B Ticket Xpress
London Victoria	Govia Thameslink Railway	24 hours	24 hours	24 hours	0	4 x QT c + c, 6 x QT c Station Concourse
Loughborough Junction	Govia Thameslink Railway	0615-1245 1520-2200	0915-1545	0815-1545	1	1 x S&B Ticket Xpress
Luton	Govia Thameslink Railway	0545-2145	0545-2200	0645-2145		2 x Atos FAST cash and card 1 x Atos FAST card only 3 x S&B Ticket Xpress
Luton Airport Parkway	Govia Thameslink Railway	0600-0030	0630-0000	0730-0000		2 x Atos FAST cash and card 1 x Atos FAST card only
Meldreth	Govia Thameslink Railway	0700-1115	0845-1315	Closed	1	1 x Atos FAST cash and card
Merstham	Govia Thameslink Railway	06:10 – 19:35	06:10 – 19:35	08:30 – 16:40	0	1 x QT c + c Platform 1 1 x QT c + c Platform 2
Mill Hill Broadway	Govia Thameslink Railway	0600-1930	0730-1900	0900-1800	0	2 x S&B Ticket Xpress
Mitcham Eastfields	Govia Thameslink Railway	0610 - 1245	0800 - 1435	Closed	0	2 x Atos FAST cash and card
Mitcham Junction	Govia Thameslink Railway	0610 - 1245	0800 - 1435	Closed	1	2 x Atos FAST cash and card
Moorgate	London Underground	06.10-21 Unmanned.20	Closed	Closed	0	Various LUL self service ticket machines

Morden South	Govia Railway	Thameslink	Unstaffed	Unstaffed	Unstaffed	1	1 x S&B Ticket Xpress
Moulsecoomb	Govia Railway	Thameslink	06:50 – 13:30	06:50 – 13:30	Closed	0	1 x QT c + c Platform 1 1 x QT c + c Platform 2
New Barnet	Govia Railway	Thameslink	0620-1245 1515-1915	0845-1510	Closed	1	1 x Atos FAST cash and card 1 x Atos FAST card only
New Southgate	Govia Railway	Thameslink	0630-1130	Closed	Closed	1	1 x Atos FAST cash and card
Newhaven Town	Govia Railway	Thameslink	06:15 – 12:50	06:15 – 12:50	Closed	1	1 x QT c + c Platform 1
Norbury	Southern Railway		0615-2000	0640-2100	0815-1745		2 x Atos FAST cash and card 1 x Atos FAST card only
Norbury	Govia Railway	Thameslink	06:15 – 20:00	06:40 – 21:00	08:15 – 17:45	1	1 x QT c + c, 1 x QT c Platform Entrance
Normans Bay	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	0	None
North Dulwich	Govia Railway	Thameslink	06:10 – 20:00	08:10 – 15:00	Closed	1	1 x QT c + c Booking Hall
Nunhead	Govia Railway	Thameslink	0610-1930	0810-1450	Closed	0	1 x S&B Ticket Xpress
Nutbourne	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1 Platform 1	1 Platform 2
Oakleigh Park	Govia Railway	Thameslink	0630-1255	0830-1430	Closed	1	1 x Atos FAST cash and card
Ockley 1 Entrance only	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1 At Entrance	None
Old Street	London Underground		06.10-21.00	Closed	Closed	0	Various LUL self service ticket machines
Ore	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	0	None
Oxted	Govia Railway	Thameslink	05:50 – 20:20	06:40 – 20:20	08:00 – 16:15	1	1 x QT c + c Platform 1 1 x QT c + c Platform 2
Palmers Green	Govia Railway	Thameslink	0650-1830	0725-1350	Closed	1	1 x Atos FAST cash and card 1 x S&B Ticket Xpress

Peckham Rye	Govia Railway	Thameslink	06:10 – 19:45	06:10 – 19:45	07:45 – 16:20	1	1 x QT c + c Booking Hall
Peterborough	East Coast		0600-2100	06.00-2100	0805-2100	1	4 x Atos FAST cash and card
Pevensey & Westham	Govia Railway	Thameslink	06:30 – 10:40	Closed	N/A	0	1 x QT c + c ON Platform 1 1 x QT c + c ON Platform 2
Pevensey Bay	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	None	None
Plumpton	Govia Railway	Thameslink	05:55 – 10:30	Closed	Closed	1	None
Polegate	Govia Railway	Thameslink	06:10 – 19:35	06:10 – 19:35	08:30 – 16:05	0	1 x QT c + c Out Side Booking Hall 1 x QT c + c Platform 2
Portslade	Govia Railway	Thameslink	05:55 – 19:20	05:55 – 19:20	08:10 – 15:45	1	1 x QT c + c ON Platform 1
Potters Bar	Govia Railway	Thameslink	0615-2010	0715-1910	0815-1930	1	1 x Atos FAST cash and card 2 x S&B Ticket Xpress
Preston Park	Govia Railway	Thameslink	0600 - 1910	0600 - 1910	0910 - 1645	1	2 x Atos FAST cash and card
Pulborough	Govia Railway	Thameslink	06:00 – 19:25	07:10 – 13:45	08:10 – 16:45	0	2 x QT c + c On Platform 2
Purley	Govia Railway	Thameslink	05:55 - 20:05	05:55 – 20:25	08:10 – 16:45	0	1 x QT c + c Platform 6 2 x QT c + c Booking Hall 1 x QT c Outside Booking Hall
Purley Oaks	Govia Railway	Thameslink	06:30 – 13:20 15:10 – 18:40	07:16 – 14:10	Closed	0	2 x QT c + c Subway
Queens Road Peckham	Govia Railway	Thameslink	06:10 – 17:45	07:10 – 13:45	Closed	1	1 x QT c + c Bottom of stairs leading to platforms
Radlett	Govia Railway	Thameslink	0635-2000	0635-1915	0800-1800	1	1 x Atos FAST cash and card 1 x Atos FAST card only 1 x S&B Ticket Xpress

Ravensbourne	Govia Railway	Thameslink	0640-1320	Closed	Closed		1 x S&B Ticket Xpress
Redhill	Govia Railway	Thameslink	0550 - 2235	0550 - 2235	0640 - 2145	1	4 x Atos FAST cash and card 1 x Atos FAST card only
Reedham	Govia Railway	Thameslink	06:10 – 12:45	Closed	Closed	0	1 x QT c + c Platform 2
Reigate	Govia Railway	Thameslink	06:10 – 12:45	07:10 – 13:45	Closed	0	1 x QT c + c Main entrance 1 x QT c + c Platform 2
Riddlesdown	Govia Railway	Thameslink	06:10 – 12:45	07:25 – 14:00	Closed	0	1 x QT c + c Platform 1 1 x QT c + c Platform 2
Royston	Govia Railway	Thameslink	06.00-20.00	0700-2000	0915-1730		1 x Atos FAST cash and card 2 x S&B Ticket Xpress
Rye	Govia Railway	Thameslink	05:40 – 19:05 17:10 Thursday	05:40 – 19:05	08:10 – 15:45	1	None
Salfords	Govia Railway	Thameslink	0630 - 1035	Closed	Closed	1	1 x QT c + c Platform 1
Sanderstead	Govia Railway	Thameslink	06:10 – 19:30	07:00 – 13:35	08:10 – 16:25	0	1 x QT c + c Station Main Entrance 1 x QT c + c Platform 2
Sandy	Govia Railway	Thameslink	0600-1225	0645-1310	Closed	1	2 x Atos FAST cash and card
Seaford	Govia Railway	Thameslink	06:10 – 19:35	06:10 – 19:35	08:25 – 16:00	1	1 x QT c + c On Platform
Selhurst	Southern Railway		0615-1930	0705-2030	0910-1645		2 x Atos FAST cash and card
Shepreth	Govia Railway	Thameslink	Unstaffed	Unstaffed	Unstaffed	1	1 x Atos FAST cash and card
Shoreham-by-Sea	Govia Railway	Thameslink	05:40 – 19:55	06:10 – 19:45	06:25 – 19:30	0	1 x QT c + c Station Front 1 x QT c + c Platform 1
South Bermondsey	Govia Railway	Thameslink	06:15 – 12:50	07:40 – 14:15	Closed	0	1 x QT c + c
South Croydon	Govia Railway	Thameslink	06:20 – 19:45	06:20 – 19:45	08:10 – 15:45	1	1 x QT c + c Station Entrance

South Merton	Govia Railway	Thameslink	Unstaffed	Unstaffed	Unstaffed	1	1 x S&B Ticket Xpress
Southbourne	Govia Railway	Thameslink	06:35 – 13:10	06:35 – 13:10	Closed	0	1 x QT c + c Platform 1 1 x QT c + c Platform 2
Southeast	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	2	None
Southwick	Govia Railway	Thameslink	06:40 – 13:15	06:40 – 13:15	08:10 – 15:45	0	1 x QT c + c Station Front
St Albans	Govia Railway	Thameslink	0545-2200	0645-2115	0730-2145		4 x Atos FAST cash and card 2 x Atos FAST card only 4 x S&B Ticket Xpress
St Helier	Govia Railway	Thameslink	Unstaffed	Unstaffed	Unstaffed	1	1 x S&B Ticket Xpress
St Neots	Govia Railway	Thameslink	0615-1910	0730-1355	0810-1435		2 x S&B Ticket Xpress
Stevenage	Govia Railway	Thameslink	0615-2030 (2145 FO)	0630-2130	0800-2015		3 x Atos FAST card only 4 x S&B Ticket Xpress
Streatham	Govia Railway	Thameslink	0620 – 1945	0645 – 2010	0745 – 1620	1	4 x Atos FAST cash and card
Streatham Common	Govia Railway	Thameslink	0615-2000	0640-2100	0815-1745		3 x Atos FAST cash and card 1 x Atos FAST card only
Streatham Common	Govia Railway	Thameslink	06:15 – 20:00	06:40 – 21:00	08:15 – 17:45	1	1 x QT c + c 1 x QT c Booking Hall
Streatham Hill	Govia Railway	Thameslink	06:10 – 20:00	06:40 – 20:00	08:10 – 16:45	0	1 x QT c + c Booking Hall
Sutton	Govia Railway	Thameslink	0600 – 2100	0630 – 2100	0710 – 2100	1	3 x Atos FAST cash and card 2 x Atos FAST card only
Sutton Common	Govia Railway	Thameslink	Unstaffed	Unstaffed	Unstaffed	1	1 x S&B Ticket Xpress
Tadworth	Govia Railway	Thameslink	06:00 – 10:30	Closed	Closed	0	1 x QT c + c Platform 1
Tattenham Corner	Govia Railway	Thameslink	06:10 – 13:28 15:15 – 22:30	09:10 – 16:28	09:10 – 16:28	0	1 x QT c + c Platform 1

Thornton Heath	Govia Railway	Thameslink	0615-2000	0640-2100	0815-1745		1 x Atos FAST cash and card 1 x Atos FAST card only
Three Bridges	Govia Railway	Thameslink	0555 - 2215	0555 - 2215	0640 - 2045	1	3 x Atos FAST cash and card 1 x Atos FAST card only
Three Oaks	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	None	None
Tooting	Govia Railway	Thameslink	0620-1250 1500-1900	1030-1700	Closed	1	2 x S&B Ticket XPress
Tulse Hill	Govia Railway	Thameslink	0620 – 2000	0620– 2000	0710– 1545	1	2 x Atos FAST cash and card
Uckfield	Govia Railway	Thameslink	05:50 – 12:25	06:25 – 13:00	Closed	0	1 x QT c + c On Platform
Upper Warlingham	Govia Railway	Thameslink	06:35 – 19:55	07:25 – 14:00	08:10 – 15:45	0	1 x QT c + c Station Front 1 x QT c + c Platform
Waddon	Govia Railway	Thameslink	06:25 – 13:00	Closed	Closed	1	1 x QT c + c Station Front
Wallington	Govia Railway	Thameslink	06:15 – 20:20	06:25 – 19:55	09:10 - 17:45	1	1 x QT c + c Station Front
Wandsworth Common	Govia Railway	Thameslink	06:30 – 20:04	07:30 – 14:24	08:15 – 17:40	1	1 x QT c + c Next to Ticket Office 1 x QT c + c Platform 1
Wandsworth Rd	Govia Railway	Thameslink	Not staffed	Not staffed	Not staffed	1	1 x QT c + c Station Front
Warblington	Govia Railway	Thameslink	07:55 – 09:15	N/A	N/A	1	1 x QT c + c Platform 1
Warnham	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	1	1 x QT c + c Platform 1
Waterbeach	Govia Railway	Thameslink	Unstaffed	Unstaffed	Unstaffed	1	2 x Atos FAST cash and card
Watlington	Govia Railway	Thameslink	Unstaffed	Unstaffed	Unstaffed	1	1 x Atos FAST cash and card
Watton at Stone	Govia Railway	Thameslink	0645-1150	Closed	Closed	1	1 x Atos FAST cash and card
Welham Green	Govia Railway	Thameslink	0715-1015	Closed	Closed	1	1 x Atos FAST cash and card

Welwyn Garden City	Govia Railway	Thameslink	0600-2000	0700-1930	0730-1900		1 x Atos FAST cash and card 1 x Atos FAST card only 2 x S&B Ticket XPress
Welwyn North	Govia Railway	Thameslink	0650-1315 1530-1900	07.20-13.55	Closed	1	1 x Atos FAST cash and card
West Hampstead Thameslink	Govia Railway	Thameslink	0615-1930	0645-2000	0740-1715	1	1 x Atos FAST cash and card 2 x S&B Ticket XPress
West Norwood	Govia Railway	Thameslink	06:10 – 19:35	07:40 – 14:15	07:40 – 15:15	1	1 x QT c + c Booking Hall
West Sutton	Govia Railway	Thameslink	Unstaffed	Unstaffed	Unstaffed	1	1 x S&B Ticket XPress
West Worthing	Govia Railway	Thameslink	06:20 – 19:45	06:40 – 20:05	08:10 – 15:45	0	1 x QT c + c Platform 1 1 x QT c + c Platform 2
Whyteleaf	Govia Railway	Thameslink	05:55 – 12:30	06:20 – 12:25	Closed	1	1 x QT c + c Platform 1
Whyteleaf South	Govia Railway	Thameslink	06:45 – 10:15	Closed	Closed	0	1 x QT c + c Platform 1 1 x QT c + c Platform 2
Wimbledon	Southwest Trains		0615– 2200	0615– 2200	0715– 2130	1	15 x S&B Ticket XPress
Wimbledon Chase	Govia Railway	Thameslink	Unstaffed	Unstaffed	Unstaffed	1	1 x S&B Ticket XPress
Winchelsea	Govia Railway	Thameslink	Unmanned	Unmanned	Unmanned	None	None
Winchmore Hill	Govia Railway	Thameslink	0650-1315	0830-1400	Closed	0	1 x Atos FAST cash and card 1 x S&B Ticket XPress
Wivelsfield	Govia Railway	Thameslink	0610 - 1935	0610 - 1935	0610 - 1645	0	2 x Atos FAST cash and card
Wivesfield	Govia Railway	Thameslink	06:10 – 19:35	06:10 – 19:35	09:10 – 16:45	0	1 x QT c + c Outside Booking Hall 1 x QT c + c Platform 2
Woldingham	Govia Railway	Thameslink	05:55 – 12:30	07:20 – 13:55	Closed	0	1 x QT c + c Platform 1 1 x QT c + c Platform 2
Woodmansterne	Govia Railway	Thameslink	06:10 – 10:40	Closed	Closed	0	1 x QT c + c Platform 1

Worthing	Govia Thameslink Railway	05:35 – 22:45	05:35 – 22:45	06:40 – 21:45	0	1 x QT c + c Booking Hall 1 x QT c + c Car Park Entrance
----------	-----------------------------	---------------	---------------	---------------	---	---

Key

‘Permit to travel’ machines (PERTIS): A machine which issues a ‘permit to travel’ giving the time, date and station when a passenger puts in any amount from 5p up to the fare to be paid. The permit must be exchanged for a ticket within two hours either on the train or at the destination or interchange station. The amount paid will be taken off the price charged for the ticket. ‘Permit to travel’ machines will be switched on by the ticket office staff when the ticket office closes.

Types of ticket machine:

‘Atos FAST cash and card’ - is a self service ticket machine that sells a wide range of ticket types, to a wide range of destinations, and which accept coins, notes and credit/debit cards.

‘Atos FAST card only’ - A ticket machine which sells a wide range of tickets to a wide range of destinations, and which accepts only debit and credit cards.

‘S&B Ticket XPress’ - A ticket machine which sells a wide range of ticket types, to a wide range of destinations, and which accepts credit and debit cards, coins and notes.

Machines that are placed in ticket halls and so can only be used when the ticket office is open are marked with a ‘*’.

Important: The number of ticket and PERTIS machines, and the ticket office opening hours shown above, are a minimum. We have the right to open the ticket office earlier or close it later, provide more ticket or PERTIS machines, or provide machines of a different type which offer the same or greater range of destinations, ticket types and methods of payment.

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

Not applicable

GTR will be continuing with an existing Penalty Fares scheme and not introducing a new one. All notices provided will therefore be as per Appendix E.

Appendix D - Wording of the leaflet explaining the Penalty Fares Scheme

What if I want to buy a season ticket and the ticket office is closed, or the machine doesn't sell the ticket I want?

Self-service ticket machines sell most weekly season and Travelcard season tickets for journeys on Thameslink and Great Northern services. Monthly season ticket holders can renew their ticket provided their details are recorded in our database. If the required destination station is not listed on the ticket machine, then please purchase a single ticket to your interchange station or use the Permit to Travel machine (where provided). The cost of this ticket or Permit to Travel will be deducted from the cost of the ticket you require.

What if I pay too much for my Permit to Travel?

When exchanging your permit to travel for a ticket, it is treated just like cash. Change will be given at the time.

What if I haven't got any change to buy a permit?

Just like a passenger must pay on boarding a bus, you are responsible for ensuring that you are carrying sufficient funds to purchase a permit to travel before travelling, otherwise you may have to pay a Penalty Fare.

What happens if I refuse to pay the Penalty Fare?

You will receive a reminder letter advising you of the outstanding sums owed to us. If you travel on the railway with intent to avoid payment of the fare then you may be prosecuted under criminal law. The current maximum penalty upon conviction is £1000 fine and/or three months imprisonment.

Why are my name and address details required if I am paying in full?

You are required by law to provide your full name and address, even if you pay the Penalty Fare in full at the time of issue.



Do you have any questions?

For further information about Penalty Fares on Thameslink or Great Northern services please contact our Customer Service team:



Telephone: 0345 026 4700*
Email: customerservices@thameslinkrailway.com
customerservices@greatnorthernrail.com

*All calls charged at national rate, calls may be recorded

This leaflet is intended as a guide and should not be regarded as a complete or authoritative statement of the law or regulations. Other train operators may have their own Penalty Fares scheme, this leaflet only covers the stations served by Thameslink and Great Northern.

Penalty Fares information



This leaflet gives you advice about how and where to buy your ticket for the following train operating companies:



September 2014



Examples of when a Penalty Fare may be charged

If you:

- Travel without a valid ticket or permit to travel
- Are unable to produce the appropriate railcard for a discounted ticket
- Travel in first class accommodation with a standard ticket
- Travel on a child rate ticket when aged 16 or over
- Travel beyond the destination shown on the ticket
- Fail to touch in prior to travel, or travel on a line of route on which pay as you go is not valid

Thameslink and Great Northern operate a Penalty Fares scheme on all routes and at all stations, with the exception of Crews Hill station. You must buy a valid ticket.

Remember

Where the facility to do so has been provided, **you must purchase a ticket or permit to travel before you travel.**

If you cannot produce a valid ticket or permit to travel for inspection when required, **you may have to pay a Penalty Fare (minimum £20).**

An explanation of Penalty Fares

The need to protect revenue

Reducing the number of people who travel without a ticket is not only in the interests of us, the operator, but also in the interest of our fare-paying passengers.

Few of us want to pay more for our tickets because some people avoid paying, and the loss of income due to people travelling without tickets reduces the money available to invest in a better rail service.

What are Penalty Fares?

If a passenger gets on a train without a ticket or permit to travel at a station where ticket facilities are available, they may be liable to pay a penalty fare. The penalty is the greater of £20 or twice the full single fare from the station where the passenger got on the train to the next station at which the train stops. If the passenger wants to travel beyond the next station they must also pay the relevant fare from that station to their final destination.

Frequently asked questions

If I do not buy a ticket before travelling, is it an automatic Penalty Fare?

You are responsible for ensuring that you purchase before travelling, a ticket or permit to travel that is valid for your entire journey, otherwise you may have to pay a Penalty Fare. Thameslink and Great Northern are responsible for ensuring that the facility to purchase a ticket or permit to travel is available.

Can I pay at my destination if I am in a rush?

If you board a train without a valid ticket or permit to travel, then you may have to pay a Penalty Fare. If it is shown that your intention was to avoid your fare, then you are breaking the criminal law and you may be liable to prosecution.

What methods of payment can I use to pay a Penalty Fare?

You can use cash, Visa, MasterCard, American Express, Maestro or Delta.

What if I am unable to pay the full amount of the Penalty Fare on the spot?

If you do not have the full amount, then you will be allowed to make a part payment of at least the full single fare; you then have 21 days to pay the remaining amount of the Penalty Fare. This can be done using the online facility on the Revenue Protection Support Services website or telephone payments centre. Details of how to do this are on the Penalty Fare notice.

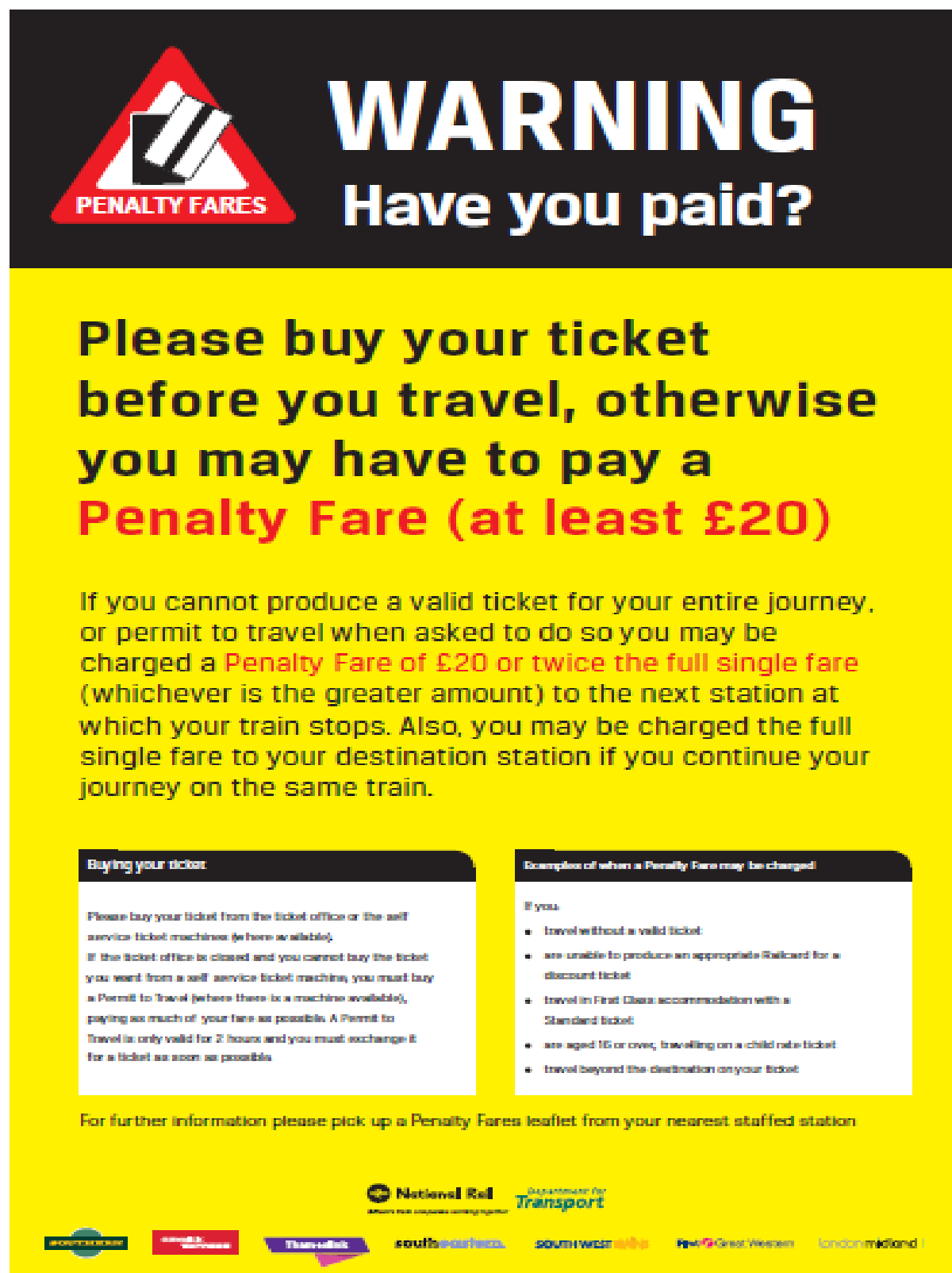
Is there a right of appeal against a Penalty Fare?

If you wish to appeal against a Penalty Fare you must do this in writing within 21 days of the issue date and send it to the appeals address on the Penalty Fare notice. The appeals body adheres to an agreed Code of Practice (approved by the Department for Transport) in the assessment of all appeals. The Independent Penalty Fares Appeals Service will consider all the facts presented to them on appeal and notify the appellant of the outcome.

The information in this leaflet was correct at the time of printing – September 2014

Poster design 1

All stations served by GTR services:



The poster features a black header with a red triangle logo on the left containing a white ticket icon and the text 'PENALTY FARES'. To the right, the word 'WARNING' is in large white capital letters, followed by 'Have you paid?' in white. The main body is yellow with black text. At the bottom, there are two white boxes with black headers: 'Buying your ticket' and 'Examples of when a Penalty Fare may be charged'. The footer is black with white logos for various rail services and the Department for Transport.

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 station 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.

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
- travel in First Class accommodation with a Standard 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

Poster design 2

Bedford station only:



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 can not 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 station 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 can not 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.

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
- travel in First Class accommodation with a Standard 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. Penalty Fares do not apply to passengers using London Midland Trains at this station.

**National Rail**
Britain's train companies working together


Department
for Transport

**Thameslink**

EAST MIDLANDS TRAINS

© 2014 RAILWAY GROUP

Poster design 3

Downham Market, Kings Lynn, Littleport, Waterbeach and Watlington stations only:



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 can not 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 station 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 can not 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.

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
- travel in First Class accommodation with a Standard 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**
Where train companies working together

**Department for Transport**

**Great Northern**

**abellio™ greater anglia**

©2014 RAIL GROUP PLC

Poster design 4

Luton and Luton Airport Parkway stations only:



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 can not 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 station 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 can not 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.

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
- travel in First Class accommodation with a Standard 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**
Britain's train companies working together


Department
for Transport

**Thameslink**

EAST MIDLANDS TRAINS
CRICKLEHART, LUTON



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 can not 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 station 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 can not 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.

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
- travel in First Class accommodation with a Standard 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. Penalty Fares do not apply to passengers using East Coast or Hull Trains at this station.

**National Rail**
Britain's train companies working together

**Department for Transport**

**Great Northern**

©2014/15/16/17

Appendix F - Wording and design of the identification for Authorised Collectors

Front:



Back:



Appendix G - Wording and layout of the penalty fare receipts and notices (rule 8)



PENALTY FARE NOTICES

Name _____

Issued by _____

Date pad started ____ / ____ / ____

Commencing Notice Number _____

Authorised Collector Number _____ GTR _____

Date pad finished ____ / ____ / ____

Last Issued Notice Number _____

NOTES FOR THE GUIDANCE OF AUTHORISED COLLECTOR ISSUING PENALTY FARES NOTICES

- 1 Ensure that pad is intact when received.
- 2 Notices must be issued consecutively using black ballpoint pen (not erasable)
- 3 Notices are self carbonised and DO NOT require carbon paper. Always ensure that the leaf of the book is placed under the final copy of the notice being issued.
- 4 Always check that all copies are clear and legible.
- 5 No abbreviations should be used for station names or any other wording.
- 6 Alterations of any description should not appear under any circumstances on notices issued. If an error is made or notices become defaced it should be endorsed "CANCELLED" and a new notice should be issued.
- 7 Pads must be kept securely in accordance to the local instructions.
- 8 Distribution of Copies:
 - Copy 1 (white) - Hand to Passenger
 - Copy 2 (green) - Forward to Revenue Protection Support Services, Portsmouth
 - Copy 3 (blue) - With paying in
 - Copy 4 (yellow) - Retain in book

**PENALTY FARE PAY BY DATES
(21 DAYS INCLUDING DAY OF ISSUE)**

28 Day Month: February			
01=21	09=01	17=09	25=17
02=22	10=02	18=10	26=18
03=23	11=03	19=11	27=19
04=24	12=04	20=12	28=20
05=25	13=05	21=13	
06=26	14=06	22=14	
07=27	15=07	23=15	
08=28	16=08	24=16	

30 Day Month: Apr, Jun, Sep, Nov			
01=21	09=29	17=07	25=15
02=22	10=30	18=08	26=16
03=23	11=01	19=09	27=17
04=24	12=02	20=10	28=18
05=25	13=03	21=11	29=19
06=26	14=04	22=12	30=20
07=27	15=05	23=13	
08=28	16=06	24=14	

31 Day Month: Jan, Mar, May, Jul, Aug, Oct, Dec			
01=21	09=29	17=06	25=14
02=22	10=30	18=07	26=15
03=23	11=31	19=08	27=16
04=24	12=01	20=09	28=17
05=25	13=02	21=10	29=18
06=26	14=03	22=11	30=19
07=27	15=04	23=12	31=20
08=28	16=05	24=13	



Frequently asked questions

1. Why have I been issued with a Penalty Fare Notice?

A Penalty Fare Notice has been issued because when required by an authorised inspector you were unable to show a valid ticket for your entire journey having travelled from a Penalty fare station where ticket issuing facilities were available.

2. What happens now?

To enable us to issue the Penalty Fare Notice you will have been asked details about your journey and for your name and address.

3. How much do I have to pay?

The Penalty fare amount outstanding is stated on the front of this notice. The minimum you must pay at the time of issue is the full single fare for the journey you have made. **If you do not pay the outstanding amount within 21 days, an administration fee of £20 will be charged and legal proceedings may be brought against you. This is separate from any appeal you may wish to make.**

The amount outstanding may be paid by cheque/postal order, made payable to RPSS, or by credit/debit card using the slip below. Please send your payment with the entire Penalty Fare Notice to:

RPSS, PO Box 89,
Portsmouth, PO1 1EG.

4. Why was I able to buy a ticket from the Conductor yesterday, but today I am being issued a Penalty Fare Notice?

Conductors are not authorised to issue a Penalty Fare Notice, however the tickets that they issue do carry a warning explaining that where possible tickets should be bought before travelling otherwise you could be subject to Penalty Fare Notice, if stopped by an Authorised Inspector.

5. Why have I been issued with a Penalty Fare Notice when travelling in First Class when there were no seats available in Standard Class and I would have paid the upgrade?

Whilst we appreciate that it can be tempting to travel in first class accommodation in this situation we have to be fair to our first class ticket holders. Consequently upgrades must be made to your standard ticket before you travel.

6. How do I appeal against your decision?

If you believe we have made a mistake you may wish to appeal against the issue of the Penalty Fare Notice. To appeal you should write to the Independent Penalty Fares Appeal Service at the following address, stating your reason for appeal:

IPFAS PO Box 30
Portsmouth, PO1 1ER

Appeals must be received within 21 days from the date of issue. The appeals body will aim to answer your appeal within 10 working days. The sending of an appeal does not negate your liability to pay the outstanding amount by the date specified.

7. What will happen if I don't pay the Penalty Fare?

If you don't pay all monies owing by the date shown you will receive a reminder letter advising of the outstanding sums owing to us including any administration fee. If the amount remains outstanding you may be prosecuted under criminal law. The current maximum penalty upon conviction is £1000 fine and/or 3 months in prison.

8. How can I avoid getting another Penalty Fare Notice in the future?

To avoid receiving another Penalty Fare, please purchase a valid daily ticket or season ticket prior to travelling and ensure that you keep it with you for your entire journey. Tickets can be purchased at the following places:

- Any Ticket Office
- Any Thameslink or Great Northern self-service ticket machine
- thameslinkrailway.com
- greatnorthernrail.com

If the ticket office is closed and the self service ticket machine is not available, you should purchase a permit to travel from the permit to travel machine. Insert the maximum amount of coins that you have to the value of your journey.

A permit to travel is only valid for 2 hours, during which time you should pay any difference in fare at first opportunity.

Permit to travel machine are normally switched on when the ticket office is closed, or where no ticket office is available.

9. How can I obtain a copy of the Penalty Fare Rules and summary of the approved Penalty Fares Scheme?

A copy of the rules and a summary of the approved Penalty Fares Scheme is available from:

Freeport RRB-REEJ-KTKY
Thameslink and Great Northern
Customer Relations Department
PO Box 443
PLYMOUTH
PL4 6WP

Tel: 0345 026 4700 (calls may be recorded)
Email: customerservices@thameslinkrailway.com
Email: customerservices@greatnorthernrail.com