

Penalty fares scheme - Stagecoach South Western Trains Ltd (version 8)

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Version 7: 08.06.2007

1 Introduction

- 1.1 We, South West Trains, give notice, under rule 3.2 of the Department for Transport's (DfT's) Penalty Fares Rules 2002 that we want to continue to operate a penalty fare scheme on our existing routes and extend our penalty fare scheme area with effect from Sunday 12th April 2009. This document describes our penalty fares scheme for the purposes of rule 3.2 b.

We have decided to continue with, and extend our penalty fares scheme. Since 2002 we have operated a Penalty Fares scheme covering much of our network. In July 2008, we completed installation of new ticket vending machines at a number of remaining stations across the network. These include the ten stations west of Salisbury and Chandlers Ford, which have not previously met the DfT's requirements for a penalty fares scheme. In light of this change, we now propose the addition of these stations to our scheme. For clarity, these stations are Tisbury, Gillingham (Dorset), Templecombe, Sherborne, Yeovil Junction, Crewkerne, Axminster, Hinton, Fenton, Whimble, and Pinhoe. We propose the addition of the South West Trains station on the Salisbury-Southampton service, i.e. Chandlers Ford. We also propose two new reciprocal agreements with First Great Western. The first involves their stations in Devon and Cornwall including Exeter Central, Exeter St Davids, Dawlish, Teignmouth, Newton Abbot, Torquay, Paignton, Tynes, Plymouth, Liskeard, Bodmin Parkway, Par, St Austell and Truro. The second involves their stations in Wiltshire and Somerset including Westbury, Trowbridge, Bradford-on-Avon, Bath Spa, Oldfield Park, Keynsham, and Bristol Temple Meads. Section 11, arrangements with other operators, shows the proposed arrangements.

- 1.2 The aim of our revenue protection strategy is to provide the necessary information and opportunity to enable intending passengers to purchase tickets before joining a train. We aim to ensure that every passenger who travels by train holds a valid ticket for their journey and receives consistently good customer service. Most do have valid tickets, but there are a small number who deliberately avoid payment and another larger group who will pay depending on circumstances.

In trying to achieve our aim we are improving the ease with which people are able to purchase tickets and so the number of people paying for their fare. This will be achieved through effective targeting of those passengers who will not pay if difficult to do so, or pay if they have to or are challenged to. By effective targeting we mean providing adequate opportunity to purchase tickets prior to travel, preventing access to the network without a ticket and having sufficient on train checks, coupled with deterrents to deter non-payment.

Fraudulent travellers who do not intend to pay their fare will be encouraged not to use the network through prevention of access and prosecution for non-payment. Those people who pay for their journey in all circumstances by seeking out a means to pay for each journey or pay in advance will receive good customer service from a highly visible workforce and an understanding that we are tackling fare evaders.

Achievement of our aim is dependent on a number of objectives being met and these are the foundation of our revenue protection strategy:-

- Ticket purchase facilities
- Staffing and recruitment
- Performance measures, e.g. ticket-less travel
- Communication of revenue protection strategy
- Management of employees
- Equipment to carry out revenue protection duties
- Training
- Strategic rostering to maximise the capture of revenue at risk
- Automatic ticket gates
- Culture – change attitudes to fare avoidance and evasion both amongst passengers and employees

The key activities, which need to be/have already been undertaken to meet these objectives, have been detailed in the bid Fares and Revenue plan, which was submitted as part of Stagecoach's winning bid for South West Trains. Key activities include: -

- Re-organising the approach to revenue protection to improve its effectiveness, efficiency and the consistency in the application of RP enforcement. This encompasses RP staff and Commercial Guards.
- Improving and reorganising gate-line staffing and blocks, a revised approach to Waterloo blocks and extending gate-line hours
- Extending the penalty fares area
- Communicating the changes to customers and staff
- Establishing a framework for measuring RP performance and implementing performance reporting solutions to support this
- Improving the ability to check Oyster cards
- Transitioning project initiated activities to line management responsibility

With specific regard to the expected benefits of extending our penalty fare scheme to the west of Salisbury and Chandlers Ford, we consider these to be six-fold: -

- To reduce fraudulent travel;
- To encourage passengers to buy a valid ticket before their journey;
- To increase our revenue;
- To build upon the public support of the principle of tackling fare evaders;
- To ensure a more consistent approach across our network, by closing a current loophole in the scheme.
- To provide a reciprocal agreement that will provide consistency of policy and enforcement between South West Trains and First Great Western.

All of these benefits help us work towards delivering our revenue protection strategy.

Our strategy, as detailed here demonstrates that we do look at revenue protection in its widest sense, and consider penalty fares to be a contributor to achieving our strategy, rather than the key driver.

- 1.3 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

1.4 In line with rule 3.2, we have consulted with, and sent copies of this scheme to: -

- The Department for Transport
- Passengers Focus – South West Trains link representative

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:

- | | | |
|----------------------------|----------------------------|---------------------|
| - London Waterloo | - Dorking | - Chessington South |
| - Reading | - Windsor & Eton Riverside | - The Hounslow Loop |
| - Shepperton | - Hampton Court | - Alton |
| - Portsmouth Harbour | - Weymouth | - Lymington Pier |
| - Salisbury to Southampton | - Paignton | - Truro |
| - Bristol Temple Meads | | |

A map showing the routes on which the penalty fares trains run is attached as appendix A, and also shows those stations within the penalty fares area that will not be penalty fares stations even though served by penalty fares trains.

3 Penalty fares stations

3.1 For the purposes of this scheme, the following stations will be penalty fares stations: -

Addlestone	Clandon	Hedge End	Paignton
Aldershot	Clapham Junction	Hersham	Par
Alton	Claygate	Hilsea	Parkstone
Andover	Cobham &	Hinchley Wood	Petersfield
Ascot	Stoke D'Abernon	Hinton Admiral	Pinhoe
Ash	Cosham	Holton Heath	Plymouth
Ash Vale	Crewkerne	Honiton	Pokesdown
Ashford (Surrey)	Datchet	Hook	Poole
Ashhead	Dawlish	Horsley	Portchester
Ashurst (New Forest)	Dorchester South	Hounslow	Portsmouth & Southsea
Axminster	Dorking	Isleworth	Portsmouth Harbour
Bagshot	Earley	Kempton Park	Puney
Barnes	Earlsfield	Kew Bridge	Queenstown Road
Barnes Bridge	Eastleigh	Keynsham	(Battersea)
Basingstoke	Effingham Junction	Kingston	Raynes Park
Bath Spa	Egham	Leatherhead	Reading
Beaulieu Road	Epsom	Liphook	Redbridge
Bedhampton	Esher	Liskeard	Richmond
Bentley (Hants)	Ewell West	Liss	Rowlands Castle
Berrylands	Exeter Central	London Road	St. Austell
Bitterne	Exeter St. Davids	(Guildford)	St. Denys
Bodmin Parkway	Fareham	London Waterloo	St. Margarets
Bookham	Farnborough (Main)	Longcross	Salisbury
Bodley	Farncombe	Lymington Pier	Shawford
Bournemouth	Farnham	Lymington Town	Shepperton
Boxhill & Westhumble	Feltham	Malden Manor	Sherborne
Bracknell	Fenton	Martins Heron	Sholing

Bradford-on-Avon	Fleet	Micheldever	Southampton Airport (Parkway)
Branksome	Fratton	Milford	
Brentford	Frimley	Millbrook	Southampton Central
Bristol Temple Meads	Fulwell	Moreton	Staines
Brockenhurst	Gillingham (Dorset)	Mortlake	Stoneleigh
Brookwood	Godalming	Motspur Park	Strawberry Hill
Bursledon	Grateley	Netley	Sunbury
Byfleet & New Haw	Guildford	New Malden	Sunningdale
Camberley	Hamble	New Milton	Sunnymeads
Chandlers Ford	Hampton	Newton Abbot	Surbiton
Chertsey	Hampton Court	Norbiton	Swanwick
Chessington North	Hampton Wick	North Sheen	Sway
Chessington South	Hamworthy	Oldfield Park	Swaythling
Chiswick	Haslemere	Overton	Syon Lane
Christchurch	Havant	Oxshott	Teddington
Teignmouth	Upper Hallford	Weymouth	Wimmersh Triangle
Templecombe	Upwey	Whimble	Witley
Thames Ditton	Vauxhall	Whitchurch	Woking
Tisbury	Virginia Water	Whitton	Wokingham
Tolworth	Walton-on-Thames	Wimbledon	Wool
Torquay	Wanborough	Winchester	Woolston
Totnes	Wandsworth Town	Winchfield	Worcester Park
Totton	Wareham	Windsor &	Worpleston
Trowbridge	West Byfleet	Eton Riverside	Wraybury
Truro	Westbury	Wimmersh	Yeovil Junction
Twickenham	Weybridge		

Those stations in **bold** are managed by other Train Operating Companies, but our services call.

South West Trains will also serve some stations within the expanded penalty fares scheme area from which penalty fares will not be issued. These stations, all managed by First Great Western, are: -

Dawlish Warren	Lostwithiel	Romsey	Starcross
Dean	Menheniot	St. Germans	Torre
Exeter St Thomas	Mortisfont &	Salrash	Warmminster
Ivybridge	Dunbridge		

A map showing where these penalty fares stations are (as well as those where penalty fares will not apply) is attached as appendix A.

4 Compulsory ticket areas (CTAs)

- 4.1 The scheme will not create any compulsory ticket areas.

5 Ticket facilities

- 5.1 The ticket facilities provided at each penalty fares station are detailed in appendix B. We have installed a further 159 TVM's across our network. This will provide additional facilities at stations where demand has shown it to be necessary and will also provide a TVM for the first time at some stations. We propose the removal of PERTIS machines at stations where a TVM will be installed. We propose that PERTIS machines remain in place at the 5 stations included in the scheme that do not have a TVM. This includes stations where the TVM is located in an area, which is closed to the public outside ticket office hours (e.g.; a booking hall). For clarity, the proposed ticketing facilities provided at each location are outlined in Appendix B.
- 5.2 The ticket facilities at each penalty fares station are sufficient to meet the Ticketing and Settlement Agreement and Passenger's Charter queuing standards under normal circumstances at all times of day. This standard is normally five minutes peak times and three minutes at other times. See 9.1, which explains that ticket office will, when queues do not meet this standard, advise our Customer Communications and Security Centre (CCSC) at Wimbledon who in turn will advise on train employees. This is to ensure that passengers are not charged penalty fares when queues are long.
- 5.3 Under the terms of our franchise, we are committed to working closely with Passenger focus in order to implement an improved queuing standards procedure to monitor queue lengths at all stations. This will enable us to more effectively monitor queue lengths at individual stations.
- 5.4 In the short term, where necessary, we will provide queue-busting members of Revenue Protection staff at peak times in order to reduce queuing times for passengers.
- 5.5 Following the introduction of TVM's to the stations West of Salisbury, we will use floorwalkers, a strategy, which has been shown to effectively reduce queuing times at other locations. We will also promote alternative methods of ticket purchase (for example, via the internet) to passengers.
- 5.6 At staffed stations with TVM's, staff will check ticket vending machines every day that the station is staffed. Machines at unstaffed stations will be visited on a regular basis with the frequency decided by the local station management team, dependent on usage and fault rates. Staff will be trained to put faults right themselves wherever possible; otherwise they will advise our contractor. At unstaffed stations, machines will be checked when they are emptied, (daily at most locations,) and faults will be reported to our maintenance contractor. Under the terms of our maintenance contract, machine faults will normally be put right within 24 hours. The CCSC will be informed of all TVM faults and will ensure the necessary information is sent out to frontline staff.
- 5.7 In addition to the manual fault monitoring process described in 5.6, all the S&B TVM's are fitted with an indicator which flashes to alert staff to a fault or a problem with the machine (such as it having no change) which requires attention. All the TVM's are also monitored centrally in order to minimise the fault time at unstaffed stations. A historic record is available for each TVM and all staff have access to current/historic information about the TVM status. (See section 9)
- 5.8 At stations where a 'permit to travel' machine is in operation it will normally be switched off when the ticket office is open (where applicable), 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. All unstaffed stations will be visited on a regular basis with the frequency decided by the local station management team, dependent on usage and fault rates, and faults will usually be fixed within 24 hours.
- 5.9 At unstaffed stations, and at times when staffed stations are unstaffed, passengers will be able to report any difficulties they experience with ticket vending machines via 'help points', which are available on all platforms.
- 5.10 All information about TVM/PERTIS faults will be relayed via our Customer Communications and Security Centre (CCSC) to our maintenance contractors. Under our maintenance contract machine faults will normally be put right within 24 hours of being reported as faulty. The CCSC is staffed 24 hours a day, every day, except Christmas Day & Boxing Day.

- 5.1.1 South West Trains will provide a helpline to the CCSC, available to all South West Trains Revenue Protection staff, to check whether a TVM is working at any South West Trains location. This helpline will be staffed to the same hours as outlined in 5.9.

6 Publicity and warning notices

- 6.1.1 In line with rule 3, notices telling passengers that we are going to extend our penalty fares scheme will be displayed where they can be seen clearly at each new penalty fares station for at least three weeks before the date on which the extended scheme comes into force. The wording of the notices is shown in appendix C and is in line with the ATOC code of practice.
- 6.1.2 In addition to 6.1.1, we will ensure that we encourage passengers to use the new ticket vending machines when they are installed. As some stations have not had ticket purchase facilities for a number of years, this will encourage customers to use the machines and become used to them prior to the warning notices and the start of the penalty fares scheme. We will do this through station announcements, floorwalkers and a program of station visits by South West Trains managers to encourage machine use. We will also inform customers of other methods of ticket purchase (e.g.; through our website)
- 6.2 As well as these notices, we will make PA announcements on all relevant trains and stations (Waterloo to Bristol Temple Meads; Exeter St Davids; Paignton; and Plymouth; as well as Salisbury to Romsey via Southampton and Chandlers Ford; plus key interchange stations) in the three weeks leading to the implementation of an extended penalty fares scheme. We will also use the electronic customer information systems to advise passengers, but this will be subject to it not detracting from the essential train running information.
- 6.3 We will inform First Great Western of these changes in good time and ask them to publicise the changes through station announcements at their stations.
- 6.4 Before the scheme is introduced, we will brief ticket office, platform, customer service centre and on train employees about how the penalty fares scheme will work. We will also communicate the proposed changes about the removal of PERTIS to these members of staff. We will keep a record of this briefing.
- 6.5 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. See appendix A. These leaflets will be available, free of charge, at all staffed penalty fares stations from at least three weeks before the extended scheme is introduced. 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 centre for as long as the scheme remains in force. We will give a copy of this leaflet and a copy of the DfT's Penalty Fares Rules 2002 to each person who asks for information about the scheme under rule 8. The wording of the current leaflet is as drafted in appendix D, and this will be updated to reflect the changes to the scheme. Our customer services centre will send Braille, large-print or audiotape versions of the leaflet to anyone who asks.
- 6.6 Penalty fares warning notices will be displayed in line with rule 4, at each penalty fares station from the date the scheme is introduced and for as long as the scheme remains in force. These notices will take the form of posters in designated poster sites displayed at each entrance to the platform and are 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 and is in line with the ATOC code of practice approved by the DfT. The signs follow the signing guidelines contained in the code of practice on penalty fares produced by ATOC.
- 6.7 We will check that these warning notices are properly displayed at each principal station, which we operate every four weeks as part of our regular station audit process. However, in the case of our smaller stations this will be every three months. Please refer to appendix F for details of the stations, which will fall within a three monthly check. Please note that on each visit by a station manager to a station posters are checked. The four weekly/three monthly is simply when we have documented proof as audits are completed. Six monthly checks will be carried out at stations run by other operators during our station access audits, which are carried out by our Retail Compliance Manager.
- 6.8 We have on train warning notices to assist our staff in enforcing our Penalty Fares policy. This signage is included within the on-train information posters and can be found on all trains operated by South West Trains in the areas where we propose to extend our penalty fares scheme to. We sought approval for the wording, which is in line with the ATOC code of practice, at the relevant time.

7 Selecting and training authorised collectors

7.1 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;
- Railway Bye-laws;
- Penalty Fares Rules 2002 and the Regulations;
- Details of this scheme, including how authorised collectors should use their discretion;
- National Routing Guide;
- Customer service; and
- How to avoid conflict.

This training will be carried out by: -

- Our Retail Trainers, who will provide training in: -
 - Product training, including ticket types and restrictions, excess fares and railcards;
 - National Rail Conditions of Carriage;
 - Railway Bye-laws;
 - Penalty Fares Rules 2002 and the Regulations;
 - Details of this scheme, including how authorised collectors should use their discretion;
 - Customer service
 - National Routing Guide
- A specialist course has been designed specifically providing additional training in: -
 - Customer service
- Maybo, a specialist in handling conflict training, who will provide training in: -
 - How to avoid conflict.

We will keep appropriate records of this training.

7.2 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.

- 7.3 We will give refresher briefing to each authorised collector every 12 months, which will cover the same subjects as the initial training. A practical and a written assessment will take place 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 briefing.
- 7.4 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.
- 7.5 His or her manager will give each authorised collector a routine briefing every thirteen weeks, covering relevant issues concerning safety, customer service, product changes and revenue protection.
- 7.6 We will use a combination of induction training and briefing to make sure that other staff, including ticket office staff, platform staff, customer service centre staff and train crew, such as commercial guards/guards 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 us¹. 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 is in line with the code of practice on penalty fares produced by the Association of Train Operating Companies, and wording is shown in appendix G.

8.2 We have updated our notice to include our new company name (Stagecoach South Western Trains (from 04/02/07)) and included space to bar code penalty fares. We have also made some minor changes to the pad. A final draft of this notice is shown in appendix H. We will use this notice from 04/02/07.

8.3 We will provide each authorised collector with written instructions, which will be included in our Revenue Protection Handbook. The instructions will include details of the penalty fares trains and penalty fares stations under this scheme, the opening hours and contact phone numbers for the ticket office at each penalty fares station and the Customer Communications and Security 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 written instructions up to date whenever we make any changes.

We will provide all authorised collectors with details of the changes made to the scheme and obtain a signature sheet relating to this briefing. The previously issued briefing (April 2007) will be amalgamated into the Revenue Protection Handbook to outline the stations included in the scheme, including the locations of stations that have PERTIS machines still in use. It will also detail the small number of tickets and destinations not retailed on the TVM, instructing the collector not to charge a penalty fare.

The penalty fares handbook was updated and reprinted in Summer 2008. The changes outlined in this submission will be incorporated in the first set of updates in late 2008/early 2009 and will be in addition to other methods of staff briefing mentioned in this submission.

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 or do not have a railcard;
- Passengers who have a ticket for their journey, but who are travelling by a route for which that ticket is not valid;
- Passengers who have standard class tickets who are travelling in first class;
- Season-ticket holders who do not have their season ticket with them;
- Passengers who have travelled beyond the validity of their ticket or have boarded a train with no means to pay;
- Adult passengers in possession of a child discounted ticket; and
- Passengers in possession of a pre-pay Oyster card/TFL freedom pass beyond its area of validity

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;

¹ Please note: at times when authorised collectors are undertaking 'plain clothes work' they will not be wearing uniform, but will be able to produce the identification

- Passengers who are not aware of the scheme because they are visually impaired, 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 is a PERTIS 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 PERTIS machine. This point is only applicable to station without a TVM (all of which take credit cards) or at stations where, due to a fault, the TVM does not accept credit cards. In this instance a pager message will inform Revenue staff not to issue penalty fares to these passengers.
 - 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);
 - 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;
 - Passengers travelling under the Mums2B policy whereby pregnant women can travel first class if no seating is available in standard class; and
 - Passengers with Assistance Dogs who are able to upgrade themselves to First Class when no standard class seating is available.
 - All passengers when the train service is severely disrupted.
- 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 rest. Authorised collectors will be given the discretion not to charge this minimum payment but to give passengers 21 days in which to pay the full amount of the penalty fare.
- 8.8 If a barrier check is to be carried out at a station without a CTA, authorised collectors 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.
- 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 We have a CCSC [REDACTED] which is staffed 24 hours a day, every day, except Christmas Day & Boxing Day. Ticket office staff at each penalty fares station, which we operate, will tell the CCSC:-

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

In the absence of ticket office staff platform staff or revenue protection staff we will, where reasonably possible, provide the above information to the information controller. Revenue staff (including those from other TOC's) will also be able to check on the status of all locations on the South West Trains network by telephoning the CCSC.

TVM faults are monitored both remotely by the TCU and by Station Staff at the location. The TVM monitoring system located allows the operator to analyse the fault and affect certain rectifications either remotely or through a member of staff at the station. If the fault requires the attendance of an engineer this is booked, recorded and "closed out" by the TCU. Faults that cannot be monitored remotely (e.g. screen faults) are checked by staff at the location who in turn inform the TCU of the repair who close accordingly.

9.2 At unstaffed stations, help points on each platform, which are connected to our CCSC, will enable passengers to notify South West Trains of any difficulties they experience with self-service ticket machines. This information will be collated so that central records are maintained. Local managers undertake unstaffed station visits every four weeks, which will enable us to confirm if machines are not working and more importantly arrange for repair. Furthermore, we undertake weekly sales phone conferences when ticket machine faults are recorded and action taken noted, and employees from staffed stations generally empty self-service ticket machines on a weekly basis.

9.3 Other operators will advise our CCSC regarding ticket facilities at those stations, which are penalty fare stations, but are not managed by us. The CCSC will forward the details to our authorised collectors. Stations highlighted in bold in 3.1 are those, which we do not manage, but which we are requesting are penalty fare stations.

9.4 The CCSC will keep an appropriate record of the information they have received, and will give this to IPFAS as necessary so that they can investigate appeals.

9.5 We will give each authorised collector a message pager, and the CCSC 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 CCSC or with the station staff.

10 Selling tickets on board trains

- 10.1 We do not intend to train traincrew, such as commercial guards and guards to be authorised collectors. Commercial Guards who check and board penalty fares trains 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 will be:-

If travelling from a penalty fare station on a penalty fare train you must buy your ticket (or get a permit to travel) before you board the train where ticket or permit issuing facilities are available. If an authorised penalty fares collector had been checking tickets you may have been charged a £20 penalty fare or twice the full single fare to the next station stop, whichever is the greater. You must buy a valid ticket before boarding a train, if facilities are available.

The warnings will be issued using the warning method devised by Central Trains where the warning is printed on the reverse of Avantix tickets. If a warning is to be issued the commercial guard will print a separate ticket and draw the passenger's attention to the warning notice.

Via our 13-weekly briefing days we will initially brief our existing commercial guards on our penalty fares scheme and their requirement to issue and draw passenger's attention to the warning notice. For new entrant commercial guards training will be given during the product training referred to 7.2. In terms of refresher training we will periodically brief them via the 13-weekly briefing days.

We will monitor the issuing of warnings to make sure that each commercial guard issues penalty fare warnings correctly in three ways:-

- Via the yearly commercial assessment for each commercial guard.
- Via guards managers "managing by walking about". This is actively encouraged within South West Trains.
- In order to support our Avantix issuing system, we have recently purchased Datasys, a back office tool, which will enable us to more easily access information relating to Penalty Fare warnings. This will replace the reports that are currently taken from Lennon.

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 CLAP?	Also served by trains operated by	Does this operator have a penalty fares scheme, which will apply at this station?	Arrangements that will apply
Ash	No	First Great Western	Yes	E/F
Ashread	No	Southern	Yes	E/F
Basingstoke	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
Bath Spa	No	First Great Western	Yes	E/F
Bedhampton	No	Southern	Yes	E/F
Bodmin Parkway	No	CrossCountry Trains	No	A
		First Great Western	Yes	E/F
Bookham	No	Southern	Yes	E/F
Bournemouth	No	CrossCountry Trains	No	A
Boxhill & Westhumble	No	Southern	Yes	E/F
Bradford-on-Avon	No	First Great Western	Yes	E/F
Bristol Temple Meads	No	CrossCountry Trains	No	A
		First Great Western	Yes	E/F
Brockenhurst	No	CrossCountry Trains	No	A
Clandon	No	Southern	Yes	E/F
Clapham Junction	No	London Overground	No	A
		Southern	Yes	E/F
Cosham	No	First Great Western	No	A
		Southern	Yes	E/F
Davlish	No	CrossCountry Trains	No	A
		First Great Western	Yes	E/F
Dorking	No	Southern	Yes	E/F
Earley	No	First Great Western	Yes	E/F
Eastleigh	No	First Great Western	No	A
Effingham Junction	No	Southern	Yes	E/F

Epsom	No	Southern	Yes	E/F
Exeter Central	No	First Great Western	Yes	E/F
Exeter St Davids	No	CrossCountry Trains	No	A
		First Great Western	Yes	E/F
Fareham	No	First Great Western	No	A
		Southern	Yes	E/F
Fratton	No	First Great Western	No	A
		Southern	Yes	E/F
Guildford	No	CrossCountry Trains	No	A
		First Great Western	Yes	E/F
		Southern	Yes	E/F
Havant	No	First Great Western	No	A
		Southern	Yes	E/F
Hilsea	No	First Great Western	No	A
		Southern	Yes	E/F
Horsley	No	Southern	Yes	E/F
Keynsham	No	First Great Western	Yes	E/F
Leatherhead	No	Southern	Yes	E/F
Liskeard	No	CrossCountry Trains	No	A
		First Great Western	Yes	E/F
London Road (Guildford)	No	Southern	Yes	E/F
		First Great Western	No	A
Netley	No	Southern	Yes	E/F
		CrossCountry Trains	No	A
Newton Abbot	No	First Great Western	Yes	E/F
		CrossCountry Trains	No	A
Oldfield Park	No	First Great Western	Yes	E/F
		CrossCountry Trains	No	A
Paignton	No	First Great Western	Yes	E/F
		CrossCountry Trains	No	A
Par	No	First Great Western	Yes	E/F
		CrossCountry Trains	No	A
Plymouth	No	First Great Western	Yes	E/F
		CrossCountry Trains	No	A
Portchester	No	First Great Western	Yes	E/F
		First Great Western	No	A

		Southern	Yes	E/F
Portsmouth & Southsea	No	First Great Western	No	A
		Southern	Yes	E/F
Portsmouth Harbour	No	First Great Western	No	A
		Southern	Yes	E/F
Reading	No	CrossCountry Trains	No	A
		First Great Western	Yes	E/F
Richmond	No	London Underground	No	A
		London Underground	No	G
St Austell	No	CrossCountry Trains	No	A
		First Great Western	Yes	E/F
St Denys	No	First Great Western	No	A
		Southern	Yes	E/F
Salisbury	No	First Great Western	No	A
Southampton Airport (Parkway)	No	CrossCountry Trains	No	A
		First Great Western	No	A
Southampton Central	No	CrossCountry Trains	No	A
		First Great Western	No	A
		Southern	Yes	E/F
Swanwick	No	First Great Western	No	A
		Southern	Yes	E/F
Teignmouth	No	CrossCountry Trains	No	A
		First Great Western	Yes	E/F
Torquay	No	CrossCountry Trains	No	A
		First Great Western	Yes	E/F
Totnes	No	CrossCountry Trains	No	A
		First Great Western	Yes	E/F
Trowbridge	No	First Great Western	Yes	E/F
Turo	No	CrossCountry Trains	No	A
		First Great Western	Yes	E/F
Upwey	No	First Great Western	No	A
Wanborough	No	First Great Western	Yes	E/F
Westbury	No	First Great Western	Yes	E/F

Weymouth	No	First Great Western	No	A
Wimbledon	No	Croydon Tramlink	No	A
		First Capital Connect	Yes	E/F
		London Underground	No	G
		Southern	Yes	E/F
Winchester	No	CrossCountry Trains	No	A
Winnersh	No	First Great Western	Yes	E/F
Winnersh Triangle	No	First Great Western	Yes	E/F
Wokingham	No	First Great Western	Yes	E/F
Woolston	No	First Great Western	No	A
		Southern	Yes	E/F

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 possible to see who has got off this operator's trains from the place where checks are carried out.

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. The CTA does not cover the platforms used by this operator.

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 our Information Controller.

G. London Underground operates a penalty fares scheme at these stations, but as our schemes are not compatible, we will not issue penalty fares to their passengers and vice versa.

12 Appeals

12.1 All appeals against a penalty fare charged under this scheme will be handled by Independent Revenue Collection and Support (IRCAS). In line with the DfT's Penalty Fares Rules, every passenger charged a penalty fare under this scheme would be made aware of their right to appeal. IRCAS' address will be shown on the penalty fare notice, together with details of how to make an appeal.

12.2 IRCAS will decide appeals in line with the code of practice approved by the Regulator on 23 December 1997, as amended with the DfT's approval from time to time. IRCAS will send passengers a copy of this code of practice if they ask.

12.3 We have given IRCAS details of this 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 IRCAS about any changes to this information promptly. We have given IRCAS the necessary contact details for the information controller based in our control office, CCSC, relevant revenue protection managers and ticket offices so that they can investigate appeals. We pay IRCAS a set fee for each appeal, whether or not the appeal is accepted.

13 Payment of penalty fares

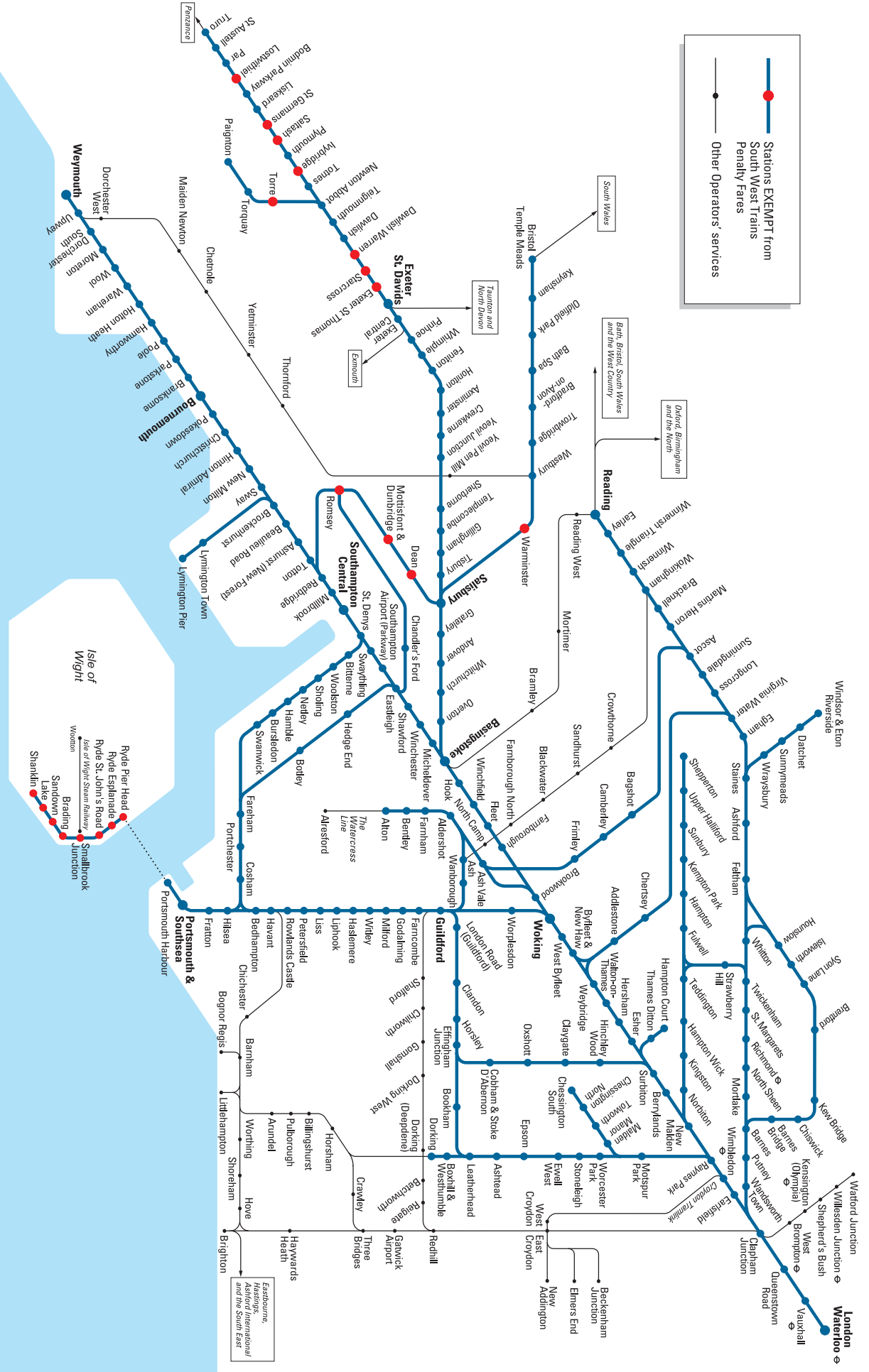
13.1 We allow customers to pay via phone, post and a dedicated website through our provider, IRCAS. The option for customers to pay at ticket offices has been withdrawn. This has helped to reduce queue lengths at ticket offices.

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 in line with rule 4.
Appendix F	Details of those stations, which will be subject to a three monthly check.
Appendix G	Wording and design of the identification for authorised collectors.
Appendix H	Wording and layout of the penalty fare receipts and notices (rule 8).
Appendix I	Wording of Revenue Protection Handbook insert issued to Authorised Collectors.

Stations EXEMPT from South West Trains Penalty Fares

Other Operators' services



Train services shown operate from October 2008

SOUTH WEST TRAINS

Station	Operator	M-F Open	M-F Close
ADDLESTONE**	South West Trains	0630	1325
ALDERSHOT	South West Trains	0620	2118
ALTON	South West Trains	0630	2030
ANDOVER	South West Trains	0600	1930
ASCOT	South West Trains	0600	1945
ASH**	South West Trains	0640	1145
ASH VALE	South West Trains	0640	1314
ASHFORD SURREY	South West Trains	0625	2005
ASHSTEAD	Southern	0640	1928
ASHURST NEW FOREST	South West Trains		
AXMINSTER	South West Trains	0615	2030
BAGSHOT**	South West Trains	0615	1015
BARNES	South West Trains	0625	2005
BARNES BRIDGE	South West Trains		
BARNHAM	Southern	0610	2100
BASINGSTOKE	South West Trains	0555	2140
BEAULIEU ROAD	South West Trains		
BEDHAMPTON**	South West Trains	0640	1355
BENTLEY**	South West Trains	0640	1400
BERRYLANDS**	South West Trains	0620	1340
BITTERNE	South West Trains		
BOOKHAM**	South West Trains	0640	1330
BOTLEY	South West Trains		
BOURNEMOUTH	South West Trains	0540	2040
BOX HILL & WESTHUMBLE	Southern		
BRACKNELL	South West Trains	0555	1935
BRANKSOME**	South West Trains	0610	1320
BRIGHTON	Southern	0345	0145
BRENTFORD	South West Trains		
BROCKENHURST	South West Trains	0555	1930
BROOKWOOD	South West Trains	0630	2015
BURSLEDON	South West Trains		
BYFLEET & NEW HAW**	South West Trains	0640	1300
CAMBERLEY	South West Trains	0610	1950
CHANDLERS FORD	South West Trains		
CHERTSEY	South West Trains	0630	1320
CHESSINGTON NORTH**	South West Trains	0640	1340
CHESSINGTON SOUTH**	South West Trains	0630	1418
CHICHESTER	Southern	0550	2058
CHISWICK	South West Trains		
CHRISTCHURCH	South West Trains	0600	1930
CLANDON**	South West Trains	0530 Exptl from 4.3.2 0645	1230 Exptl from 4.3.2 1330
CLAPHAM JUNCTION (ST JOHNS HILL) RD)	South West Trains	0615	2130
CLAYGATE**	South West Trains	0645	2010
CLAYGATE**	South West Trains	0620	1320
COBHAM & STOKE** D'ABERNON	South West Trains	0620	1315

COSHAM	South West Trains	0610	1945
CREWKERNE	South West Trains	0550	1800
DATCHET**	South West Trains	0615	1305
DORCHESTER SOUTH	South West Trains	0550	2000
DORKING	Southern	0640	2010
EARLEY	South West Trains	0605	2105
EARLSFIELD	South West Trains	0630	2000
EASTLEIGH	South West Trains	0600	1930
EFFINGHAM JUNCTION**	South West Trains	0630	1325
EGHAM	South West Trains	0615	1955
EPSOM	Southern	0640	2034
ESHER	South West Trains	0650	2100
EWELL WEST**	South West Trains	0630	1325
FAREHAM	South West Trains	0540	2025
FARNBOROUGH MAIN	South West Trains	0600	2040
FARNCOMBE	South West Trains	0615	1955
FARNHAM	South West Trains	0610	2000
FELTHAM	South West Trains	0555	2140
FENITON**	South West Trains	0600	2200
FLEET	South West Trains	0625	2010
FRATTON	South West Trains	0555	1940
FRIMLEY**	South West Trains	0600	1305
FULWELL**	South West Trains	0640	1400
GILLINGHAM DORSET	South West Trains	0530	2045
GODALMING**	South West Trains	0630	2020
GRATELEY	South West Trains		
GUILDFORD	South West Trains	0610	2200
DOWNSIDE TICKET OFFICE	South West Trains	0610	2200
GUILDFORD	South West Trains	0640	2030
UPSIDE TICKET OFFICE	South West Trains	0638	1955
HAMBLE	South West Trains		
HAMPTON	South West Trains	0640	1330
HAMPTON COURT	South West Trains	0630	1015
HAMPTON WICK**	South West Trains	0620	2020
HAMWORTHY**	South West Trains	0630	1015
HASLEMERE	South West Trains	0620	2020
HAVANT	South West Trains	0540	1955
HEDGE END**	South West Trains	0615	1330
HERSHAM**	South West Trains	0650	1340
HILSEA	South West Trains		
HINCHLEY WOOD**	South West Trains	0630	1325
HINTON ADMIRAL**	South West Trains	0635	1345
HOLTEN HEATH	South West Trains		
HOVE	Southern	0610	2100
HONITON	South West Trains	0550	1945
HOOK**	South West Trains	0610	1340
HORSLEY**	South West Trains	0645	1340
HOUNSLOW**	South West Trains	0625	1310
ISLEWORTH	South West Trains		
KEMPTON PARK	South West Trains		
KEW BRIDGE	South West Trains		
KINGSTON	South West Trains	0640	2030
LEATHERHEAD	Southern	0610	1958
LIPHOOK	South West Trains	0600	1315
LISS	South West Trains	0630	1350

LONDON ROAD GUILDFORD	South West Trains	0640	1335
LONDON WATERLOO	South West Trains	HOURS	HOURS
LONGCROSS	South West Trains		
LYMINGTON PIER	South West Trains		
LYMINGTON TOWN**	South West Trains	0600	1315
MALDEN MANOR**	South West Trains	0630	1350
MARTINS HERON	South West Trains	0555	2020
MICHELDEVER**	South West Trains	0620	0905
MILFORD SURREY**	South West Trains	0630	1130
MILLBROOK (HAMPSHIRE)	South West Trains		
MORETON (DORSET)	South West Trains		
MORTLAKE	South West Trains	0625	1950
MOTSPUR PARK**	South West Trains	0630	1325
NETLEY**	South West Trains	0610	1210
NEW MALDEN	South West Trains	0630	1950
NEW MILTON	South West Trains	0610	1945
NORBITON	South West Trains	0640	2025
NORTH SHEEN	South West Trains	0645	1030
OVERTON	South West Trains	0600	1010
OXSHOTT**	South West Trains	0610	1305
PARKSTONE	South West Trains	0635	1225
PETERSFIELD	South West Trains	0610	2000
PINHOE	South West Trains		
POKESDOWN	South West Trains	0550	2015
POOLE	South West Trains	0555	1940
PORTCHESTER**	South West Trains	0640	1315
PORTSMOUTH & SOUTHSEA	South West Trains	0540	2030
PORTSMOUTH HARBOUR	South West Trains	0550	1730
PUTNEY	South West Trains	0625	2010
QUEENSTOWN ROAD (BATTERSEA)	South West Trains		
RAYNES PARK	South West Trains	0620	2045
READING	First Great Western	0515	2245
REDBRIDGE HANTS	South West Trains		
RICHMOND	South West Trains	0615	2145
ROMSEY	First Great Western	0710	1310
ROWLANDS CASTLE**	South West Trains	0635	0915
SALISBURY	South West Trains	0530	2000
SHAWFORD	South West Trains		
SHEPPERTON	South West Trains	0625	1730
SHERBORNE	South West Trains	0500	2100
SHOLING	South West Trains		
SHOREHAM	Southern	0620	1955
SOUTHAMPTON (UP SIDE)	South West Trains	0540	2045
SOUTHAMPTON (DOWN SIDE)	South West Trains	0700	1900 Exptl from 4.3.2 1740
SOUTHAMPTON AIRPORT PARKWAY	South West Trains	0545	2000
ST DENYS**	South West Trains	0610	1330
ST MARGARETS LONDON**	South West Trains	0620	2000
STAINES	South West Trains	0615	2000
STONELEIGH**	South West Trains	0610	1330
STRAWBERRY HILL	South West Trains	0615	1955
SUNBURY**	South West Trains	0640	1330
SUNNINGDALE	South West Trains	0600	1945
SUNNYMEADS	South West Trains		
SURBITON (MAIN)	South West Trains	0620	2145

SURBITON (DOWNSIDE)	South West Trains	0700	1800
SUTTON	Southern	0610	2100
SWANWICK	South West Trains	0545	1900
SWAY**	South West Trains	0635	1200
SWAYTHLING**	South West Trains	0630	1345
SYON LANE	South West Trains		
TEDDINGTON	South West Trains	06440	2025
TEMPLECOMBE	South West Trains	0600	2200
THAMES DITTON**	South West Trains	0640	1330
TISBURY	South West Trains	0555	1720
TOLWORTH**	South West Trains	0640	1330
TOTTON**	South West Trains	0540	1230
TWICKENHAM	South West Trains	0640	2020
UPPER HALLIFORD**	South West Trains	0610	1330
UPWEY	South West Trains		
VAUXHALL	South West Trains	0700	2030
VIRGINIA WATER	South West Trains	0610	2000
WALTON ON THAMES	South West Trains	0610	2040
WANBOROUGH	South West Trains		
WANDSWORTH TOWN**	South West Trains	0640	1355
WAREHAM	South West Trains	0610	2000
WEST BYFLEET	South West Trains	0630	2000
WEST CROYDON	Southern	0625	2015
WEYBRIDGE	South West Trains	0640	2040
WEYMOUTH	South West Trains	0545	2010
WHIMPLE	South West Trains		
WHITCHURCH HANTS	South West Trains	0535	1244
WHITTON	South West Trains	0600	1945
WIMBLEDON	South West Trains	0615	2200
WINCHESTER	South West Trains	0600	2030
WINCHFIELD**	South West Trains	0610	1340
WINDSOR & ETON RIVERSIDE	South West Trains	0640	2020
WINNERSH**	South West Trains	0545	1245
WINNERSH TRIANGLE**	South West Trains	0605	1320
WITLEY**	South West Trains	0625	1125
WOKING (Downside)	South West Trains	0600	2210
WOKING (Upside)	South West Trains	0610	2140
WOKINGHAM	South West Trains	0545	2035
WOOL**	South West Trains	0600	1255
WOOLSTON**	South West Trains	0610	1200
WORCESTER PARK	South West Trains	0650	1940
WORPLESDON**	South West Trains	0640	1045
WORTHING	Southern	0610	2035
WRAYSBURY	South West Trains		
YEOVIL JUNCTION	South West Trains	0500	2000

St

Sat Open	Sat Close	Sun Open	Sun Close	Current PERTIS	Proposed PERTIS	Cash & Card
0610	1305	CLOSED	CLOSED	1	0	1
0620	2118	0735	1855	1	0	1
0640	2015	0700	1800	1	0	1
0600	1930	0810	2045	1	0	2
0600	1940	0810	1740	1	0	2
0640	1145	CLOSED	CLOSED	1	0	1
0710	1404	0810	1540	1	0	1
0700	1350	0855	1625	1	0	1
0752	1510	0910	1640	1	1	0
Un-staffed station				1	1	0
0620	2020	0945	2100	0	0	1
0800	1210	CLOSED	CLOSED	1	0	1
0640	2015	0910	1640	1	0	1
				0	0	1
0610	2100	0610	2100	1	1	-
0600	2140	0700	2155	1	1	2
Un-staffed station				1	1	0
0725	1440	0910	1640	1	0	1
CLOSED	CLOSED	CLOSED	CLOSED	1	0	1
0810	1530	CLOSED	CLOSED	1	0	1
Un-staffed station				1	1	0
0810	1500	CLOSED	CLOSED	1	0	1
Un-staffed station				1	1	0
0540	2040	0640	2040	1	0	2
Un-staffed station				1	1	-
0555	1940	0810	1740	1	0	1
0625	1340	0820	1605	1	0	1
0345	0145	0345	0145	1	1	-
No schedule 17 hours 0625-0955 staffing (M-F)				0	0	1
0630	1930	0835	1830	1	0	1
0810	1500	0810	1540	1	0	1
Un-staffed station				1	1	0
0710	1400	CLOSED	CLOSED	1	0	1
0610	1905	0740	1510	2	0	1
Un-staffed station				1	1	1
0630	1320	CLOSED	CLOSED	1	0	1
0705	1400	CLOSED	CLOSED	1	0	1
0715	1503	0730 Exptl from Easter Sunday for summer timetable CLOSED	1518 Exptl to end of summer timetable CLOSED	1	0	1
0550	2058	0640	2120	2	2	-
Un-staffed station				0	0	1
0620	1930	0845	1615	1	0	1
0620	1320	CLOSED	CLOSED	1	0	1
0615	2130	0715	2130	1	0	4
0645	2010	0945	1710			
0730	1430	CLOSED	CLOSED	1	0	1
0720	1415	CLOSED	CLOSED	1	0	1

0610	1945	0910	1830	1	0	1
0605	1725	0900	1720	0	0	1
0755	1445	CLOSED	CLOSED	1	0	1
0645	2000	0840	1900	1	0	1
0640	2010	0910	1640	1	1	-
0605	1905	0745	1715	1	0	1
0645	2000	0810	1540	1	0	1
0600	1930	0700	1830	1	1	1
0650	1345	CLOSED	CLOSED	1	0	1
0615	1955	0810	1940	1	0	1
0640	1934	0810	1540	1	1	-
0650	2100	0810	1540	1	0	1
0730	1425	0745	1500	1	0	1
0610	1955	0710	2010	1	0	1
0600	2040	0740 Exptl from 4.3.2 0710	2110 Exptl from 4.3.2	1	0	1
0615	1955	0845	1605	1	0	1
0610	1740	0810	1810	1	0	1
0625	2140	0710	2140	1	0	2
0630	2200	0830	2200	0	0	1
0610	1925	0755	1725	1	0	1
0555	1940	0910	1840	1	0	1
0600	1305	CLOSED	CLOSED	1	0	1
0640	1400	CLOSED	CLOSED	1	0	1
0625	2150	0725	2220	0	0	1
0630	2020	0925	1655	1	0	1
Un-staffed station				1	0	1
0610	2200	0620	2200	4	0	2
0610	2200	0620	2200			
0740	2100	0755	1525			
0638	1955	0810	1740			
Un-staffed station				1	1	0
0740	1430	CLOSED	CLOSED	1	0	1
0640	1015	CLOSED	CLOSED	1	0	1
0620	2020	0725	1955	1	0	1
0640	1015	CLOSED	CLOSED	1	1	0
0620	2020	0725	1955	1	0	1
0540	1955	0710	2040	1	0	2
0615	1330	0810	1530	1	0	1
0650	1340	0810	1540	1	0	1
Un-staffed station				1	0	1
0800	1455	CLOSED	CLOSED	1	0	1
CLOSED	CLOSED	CLOSED	CLOSED	1	1	0
Un-staffed station				1	1	0
0610	2100	0710	2130	1	1	-
0610	2000	0830	1950	0	0	1
0710	1400	0855	1625	1	0	1
0730	1425	CLOSED	CLOSED	1	0	1
0740	1610	CLOSED	CLOSED	1	0	1
Un-staffed station				0	0	1
Un-staffed station				1	1	0
Un-staffed station				0	0	1
0640	2030	0830	1800	1	0	1
0610	1958	0910	1640	1	1	-
0600	1315	0900	1630	1	0	1
0640	1400	CLOSED	CLOSED	1	0	1

0810	1505	CLOSED	CLOSED	1	0	1
HOURS	HOURS	OPEN 24 HOURS	HOURS	0	0	7
Un-staffed station				1	1	0
Un-staffed station				1	1	0
0600	1315	0900	1630	1	1	0
0640	1400	CLOSED	CLOSED	1	0	1
0725	1655	0810	1540	1	0	1
CLOSED	CLOSED	CLOSED	CLOSED	1	0	1
0810	1140	CLOSED	CLOSED	1	0	1
Un-staffed station				1	1	0
Un-staffed station				2	2	0
0625	1950	0910	1640	1	0	1
0730	1425	0740	1510	1	0	1
0645	1345	0710	1410	1	1	0
0640	2000	0810	1740	1	0	1
0615	1945	0800	1800	1	0	1
0710	2025	0910	1640	1	0	1
CLOSED	CLOSED	CLOSED	CLOSED	1	1	0
CLOSED	CLOSED	CLOSED	CLOSED	1	0	1
0725	1415	CLOSED	CLOSED	1	0	1
CLOSED	CLOSED	CLOSED	CLOSED	1	0	1
0610	2000	0755	2040	1	0	1
				0	0	1
0630	1340	0840	1610	1	0	1
0610	1945	0630	2040	1	0	1
0725	1420	0910	1440	1	0	1
0540	2030	0640	2040	1	0	1
0555	1930	0640	2010	1	0	1
0625	2010	0710	2010	1	0	1
Un-staffed station				1	0	1
0620	2045	0810	1830	1	0	2
0530	2245	0715	2245	1	1	0
Un-staffed station				1	1	0
0615	2145	0715	2130	1	0	2
0710	1310	CLOSED	CLOSED	0	0	0
CLOSED	CLOSED	CLOSED	CLOSED	1	0	1
0530	2000	0730	2045	1	0	2
Un-staffed station				1	1	0
0655	1345	0855	1625	1	0	1
0600	2100	0700	2100	0	0	1
Un-staffed station				1	1	0
0620	1955	0820	1540	1	1	-
0600	2045	0630	2045	1	0	1
0700	1800 Exptl from 4.3.2 1345	0925	1655			
0545	2000	0745	2010	1	0	2
0600	1320	0900	1630	1	0	1
0710	1400	0910	1640	1	0	1
0710	1400	0910	1640	1	0	2
0730	1420	0740	1510	1	0	1
0740	1710	0840	1640	1	0	1
0755	1445	CLOSED	CLOSED	1	0	1
0630	2015	0810	1740	1	0	1
Un-staffed station				1	1	0
0620	2130	0720	2130	1	0	2

0800	1400	CLOSED	CLOSED	1	0	2
0640	2000	1800	2000	1	1	0
0545	1855	0710	1430	1	0	1
CLOSED	CLOSED	CLOSED	CLOSED	1	1	0
0620	1335	CLOSED	CLOSED	1	1	0
				0	0	1
0640	2025	0845	1800	1	0	1
0615	2130	0915	2045	0	0	1
0710	1400	CLOSED	CLOSED	1	0	1
0630	1745	0755	1800	0	0	1
CLOSED	CLOSED	CLOSED	CLOSED	1	0	1
CLOSED	CLOSED	CLOSED	CLOSED	1	0	1
0640	2020	0740	1910	1	0	1
0610	1330	CLOSED	CLOSED	1	0	1
Un-staffed station				1	1	0
0700	2000	0800	2100	1	0	1
0640	2050	0740	1910	1	0	1
0610	2040	0810	1940	1	0	2
Un-staffed station				1	1	0
0740	1455	CLOSED	CLOSED	1	0	1
0635	1350	0850	1620	1	0	1
0630	2000	0910	1640	1	0	1
0625	2015	0915	1640	1	1	-
0710	2010	0840	1810	1	0	1
0610	2010	0730	2045	1	0	1
				1	1	1
0600	1025	CLOSED	CLOSED	1	0	1
0640	2025	0910	1640	1	0	1
0615	2200	0715	2130	1	0	4
0600	1930	0700	2030	1	0	2
0710	1400	0855	1625	1	0	1
0640	2020	0850	1820	1	0	1
0610	1325	0755	1525	1	0	1
0610	1325	CLOSED	CLOSED	1	0	1
0810	1140	CLOSED	CLOSED	1	0	1
0600	2210	0715	2210	1	0	2
0610	2140	0810	1940			
0610	2025	0800	1830	1	0	3
0705	1400	0850	1620	1	0	1
0700	1435	0810	1445	1	1	0
0650	1940	0740	1510	1	0	1
CLOSED	CLOSED	CLOSED	CLOSED	1	0	1
0610	2035	0700	2130	1	1	-
Un-staffed station				1	1	0
0530	2030	0720	2200	0	0	1

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Card only	Quickfare
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S&B TVM Location(s)
by the entrance to platform 1
On the forecourt near booking hall entrance
By the entrance to the booking hall
On platform 2 near the ticket office
One in the Booking Hall and another one on the forecourt by the entrance
On the disabled ramp leading to platform 2
Adjacent to the ticket office
Forecourt near the ticket office
Forecourt next to main entrance
On platform 1 near the ticket office
On the entrance to the platform near the ticket office
Not yet installed
In the Booking Hall on the downside and at the entrance to platform 5.- No access after 2200.
On platform 2 near to the ticket office
Outside ticket office on forecourt
Outside the booking hall near the bottom of the stairs
On the station forecourt, near entrance to ticket office
1 outside the upside station entrance, 1 in the upside booking hall, 1 by the downside travel centre
One in the booking hall, one outside the entrance of the booking hall
At the station entrance, by the ticket office
On the up platform by the entrance
By entrance to booking hall
Inside the booking hall
In the Booking Hall.
On the station forecourt, by entrance to booking hall
On the station forecourt, by entrance to booking hall
In the booking hall near the ticket office
In the old booking hall
On platform by entrance to ticket office
Forecourt outside entrance to ticket office
On the forecourt by the entrance to the booking hall
In the Booking Halls by the Winstanley Rd & St Johns Hill ticket offices
On platform 2 by the entrance to the booking hall
On the forecourt near the ticket office

In the station forecourt.
On the forecourt by the entrance to the booking hall
On the platform near the entrance to the booking hall
By the entrance to the booking hall
Unclear on CSS
In the station entrance adjacent to the Ticket Office.
In the booking hall near the ticket office
Set back from the pavement at the rear of the ticket office
Both on the station forecourt one near the footbridge and one near the ticket office
Station forecourt near the booking hall
On both platforms.
In the forecourt by the entrance to the booking hall
In the forecourt by entrance to ticket office
In the forecourt by entrance to ticket office
Station forecourt
CSS map unclear
In the forecourt by entrance to platform
In the forecourt by the entrance to the booking hall
In the Booking Hall and on the station forecourt near the entrance to the booking hall
In the booking hall
On the forecourt outside the ticket office
On the forecourt by the entrance to the booking hall
On the forecourt by the entrance to the booking hall
On the down platform (2) next to the shelter
In both Booking Halls.
On platform 1 near the entrance to the booking hall
On the platform by the entrance to the platforms
On the forecourt by the entrance to the booking hall
One in the Booking Hall and one on the forecourt by the entrance to the booking hall
In forecourt by entrance on plat 2 and by entrance to plat 1
On the forecourt by the entrance to the booking hall
On platform 2
Near footbridge steps by ticket office, unclear if plat 1 or 2.
On the platform near ticket office, unclear if plat 1 or 2
By ramped entrance to waiting room
On the station forecourt by the entrance to the ticket office
On the forecourt by the entrance to the booking hall
Next to the gate at the entrance to the platform
On the forecourt by the entrance to the platforms
Not yet installed
2 in the Booking Hall, 1 outside station entrance
In the station forecourt by the entrance to the ticket office
By the entrance to the booking hall from the forecourt

On platform 2, near the ticket office
In the booking hall
Under the shelter on the forecourt
On the forecourt by the entrance to the platforms
On platform 1
In main station entrance & Platform 1
at the foot of the overbridge by the platform entrance.
2 located outside booking office and one at entrance to car park
At entrance on Platform 2
on the station forecourt.
Outside Booking Hall
on platform 1 outside waiting room
in the Booking Hall, in the station forecourt and by waiting room on upside
On platform 1
In the station entrance adjacent to the Ticket Office.
In booking hall and at entrance to Platform 1
on platform 1.
on the Station Concourse by ticket barriers
on platform 1 near to ticket office
At entrance to station
Downstairs at entrance
3 in the main Booking Hall and 1 by the stairs to Platform 3/4
3 in the Booking Hall and 3 on the lower station concourse.
on platform 1 under the bridge
in the Booking Hall.
on the station forecourt.
by the entrance to the station.
1 in the upside Booking Hall, 1 upside entrance, 2 downside booking hall
At entrance to station, in booking hall and on Platform 2 by footbridge
On platform 2/3 by ticket office
in the Booking Hall.
in the Booking Hall, in the station forecourt and at the entrance to platform 2.
by the Ticket Office on the overbridge.
by the entrance to platform 1.
Near entrance on station forecourt
on the station forecourt.
4 in the main Booking Hall and 2 on the station overbridge.

Near station entrance
on platform 2
At entrances to Platforms 1 and 2 at bottom of footbridge
In passenger waiting shelter
on platform 1.
Near station entrance to left hand side of entrance to Booking Hall)
by the station entrance.
on platform 1.
2 in the Booking Hall and 2 outside the front of the station.
on the station forecourt.
One near main entrance, and one at the Oval entrance
in the Booking Hall
2 in the Booking Hall and 1 outside the station entrance.
by the station entrance.
on platform 2.
Outside the front of main entrance
Left of station entrance
By entrance to Platform
On platform in Waiting Shelter
At left of station entrance
in the Booking Hall.
4 in the main Booking Hall, 3 outside main booking hall and 4 at Centre Court End
2 in the Booking Hall on Upside and at the entrance to platform 1.
on the station forecourt.
on the station concourse.
by the Ticket Office.
At the entrance to the station
on the station forecourt
3 in Downside booking hall and 2 on Platform 1 (will be relocated to Upside booking hall after works f
3 in the Booking Hall and 1 on platform 2 at entrance to station
On Platform 2
on the station forecourt.
On the platform outside the ticket office
At end of ticket office adjacent to footbridge

inished)



WARNING

Have you paid?

From 1 January 2009, this will be a Penalty Fares station.

This will mean you must buy a 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.

How can I pay for my penalty fare?

You can use cash and all major debit/credit cards, with the exception of Solo and Electron.

You can pay the full amount to the authorised collector if paying for part of the penalty fare you can pay the remainder by phone, over the internet, cheque or postal order. Details of these payment methods are shown on the penalty fare notice.

Do I have the right to appeal against a penalty fare?

If you wish to appeal against a penalty fare you must do so in writing within 21 days of the issue date and send this to the appeals address on the penalty fare notice. This appeals service (IRCAS) is independent of South West Trains and will consider your appeal based on the facts concerning the case.

You can submit your appeal online at ircas.co.uk or post it to The Independent Appeals Service, PO BOX 212, Petersfield GU32 9BQ.

Who can charge a penalty fare?

Only those who have been specifically trained as authorised collectors can charge you a penalty fare. Authorised collectors carry an authorised collectors identification badge, which must be shown upon request. Where we have an agreement with another train operating company, their authorised collectors will carry identification which indicates that they are also authorised to issue penalty fares on behalf of South West Trains.

Does South West Trains have Penalty Fares schemes with other train operating companies?

We operate our scheme in conjunction with Southern, First Capital Connect and First Great Western, whose three separate Penalty Fares Schemes are all operated in conjunction with South West Trains. Details of stations where other train operating companies schemes apply are available from our Customer Service Centre. (For contact details see back cover of this leaflet).

What happens if I am late arriving at the station and do not have time to buy a ticket?

You are still liable to a penalty fare if you travel from a penalty fare station on a penalty fare train, as it is your responsibility to leave enough time to buy your ticket.

Can I pay on the train or at my destination if I am in a rush?

Not if you are travelling from a penalty fare station on a penalty fare train. If you do you may be liable to a penalty fare.

What if there is no ticket office or, if there is, it is closed?

A self-service ticket machine or Permit to Travel machine is provided at all our penalty fare stations. If there is no ticket office or it is closed you should use the machine to purchase a ticket for your journey.

What if the self-service ticket or Permit to Travel machine(s) are out of order and there is no ticket office or, if there is, it is closed?

Some Penalty Fares stations have more than one self-service ticket machine. If the self-service machines are out of order, or the ticket office is closed outside of the advertised hours, we have a system in place to ensure our authorised collectors are able to obtain real-time information about the availability of ticketing facilities at our stations. If you are unable to purchase a valid ticket for travel, you should approach the on-train staff at the earliest opportunity.

What if I want to buy my ticket by credit card and there is no ticket office or, if there is, it is closed?

All our self-service ticket machines take credit cards. At stations which do not have a self-service ticket machine, you need to buy a permit to travel and then exchange it for a ticket.

What if I want to buy a Season Ticket and the ticket office is closed?

If you have a photocard you can buy weekly season tickets from the self-service ticket machines. However, if you buy a monthly or longer Season Ticket you should buy a single ticket for your destination or a permit to travel and then buy your season ticket at your destination. The cost of your single ticket or Permit to Travel will be deducted from the cost of your Season Ticket.

What should I do if I have forgotten my Season Ticket and/or photocard and realise before joining my train?

You should buy a ticket to cover your journey before joining your train. You may subsequently apply for a refund on this ticket at the ticket office where you purchased your Season Ticket. Only two refunds of this type will be considered in a 12 month period and an administration fee may be charged.

What if I find out I have forgotten my Season Ticket and/or photocard once I have joined my train?

If you realise, before it is requested that you have forgotten your Season Ticket and/or photocard, you need to approach the on-train staff.

If a non-authorised collector approaches you, buy a ticket and apply for a refund as detailed above.

If an authorised collector approaches you they will record details of your season ticket and issue you with an authority to travel. You must send this authority to travel together with a clear photocopy of your season ticket and photo card to the address detailed on the authority to travel. Failure to return the authority to travel or making a false claim can lead to prosecution.

What if I have purchased a discounted ticket with a Railcard, but cannot produce the Railcard when asked to do so?

You may be liable to a penalty fare as the discounted ticket is only valid on production of the Railcard.

What happens if I travel beyond my destination?

It is your responsibility to buy any additional tickets you require to make your original ticket valid for your entire journey before you travel. Otherwise you may be liable to a penalty fare.

Please note: This leaflet is only intended to be a guide and should not be regarded as a complete or authoritative statement on the Penalty Fare Rules 2002.

Copies of the Penalty Fares Rules are available from:

Customer Service Centre
South West Trains
Overline House
Southampton, SO15 1GW
or by telephoning 0845 6000 650.

SOUTH WEST TRAINS



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The information in this leaflet was correct at the time of printing, but may be subject to change without prior notice.

Issued December 2012 SWT3731212



Penalty Fares

South West Trains Penalty Fares Scheme December 2012



The vast majority of our passengers always buy a ticket before they join a train, but there are a minority who don't. We aim to ensure that every passenger who travels by South West Trains holds a valid ticket for their journey and our strategy for achieving this includes:

- continually reviewing the availability of ticket purchase facilities and ticket gates at stations;
- and by operating a penalty fares scheme.

We operate a penalty fares scheme for three reasons:

1. to build upon the public support of the principle of tackling fare evaders;
2. to encourage passengers to buy a ticket before their journey, rather than to wait until they have to, or are challenged to do so;
3. to reduce fraudulent travel. For example, those who do not intend to pay, regardless of the opportunity to buy a ticket.

We operate a penalty fares scheme across the South West Trains network. The map on pages 4 and 5 shows the penalty fare stations and routes.

Some answers to your questions.....
How does the South West Trains penalty fares scheme work?

If you are travelling from a penalty fare station on a penalty fare train, and:

- a) you do not have a valid ticket and are approached by a revenue protection officer, who is an authorised penalty fare collector, you may be liable to a penalty fare of £20 or twice the full single fare to the next station at which your train stops - whichever is the greater amount . If you wish to continue your journey beyond the next station stop you may be required to buy a full single or return fare for the remainder of your journey.
- b) you do not have a valid ticket and are approached by a guard, who is NOT an authorised penalty fare collector, you will be issued with a ticket in accordance with Condition 2 of the National Rail Conditions of Carriage. This may mean you are liable to pay the full single or return fare for the journey you have made or wish to make and you will not be entitled to any discounts (for example, Railcards) or special terms, which would otherwise apply. This is in accordance with Condition 2 of the National Rail Conditions of Carriage. When the guard issues you a ticket, a penalty fare 'warning' will also be issued so that you are aware of the penalty fare scheme should you be approached by an authorised penalty fare collector on your next journey.

Where can I buy my ticket?
Ticket Office - a full range of tickets available.
Self-Service Ticket Machines - our ticket vending machines sell most tickets for immediate travel and take cash and credit cards. (Monthly or longer validity Season Tickets cannot be purchased from self-service machines).

Permit to Travel Machines - at a small number of stations where a Self-Service Ticket Machine is not available we provide a Permit to Travel Machine. This should be used to purchase a ticket if the ticket office is closed, or there is no ticket office at the station. You should insert the maximum number of coins you have, up to the value of your ticket. The permit must be exchanged for a valid ticket as soon as possible and within two hours.

By telephone - a wide range of tickets is available, but you need to buy five working days before travel to allow enough time for the tickets to be sent to you. A collection facility via the self-service ticket machine is also available at many South West Trains stations. Telephone 0845 6000 650.

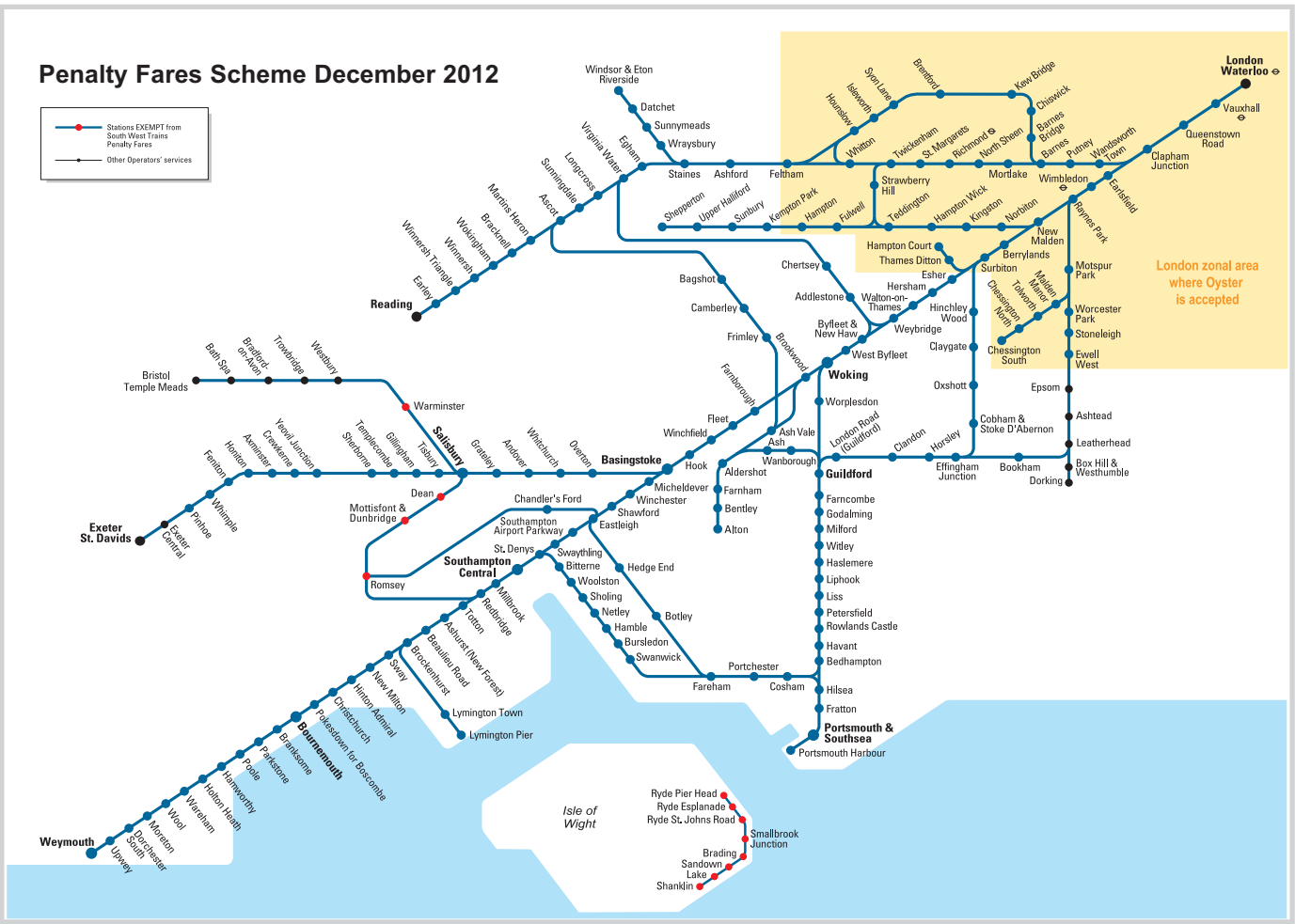
Internet - southwesttrains.co.uk - a wide range of tickets is available online.

Are 'Oyster' cards valid on South West Trains and are they part of the Penalty Fare scheme?

Oyster cards are valid on South West Trains services in the London Zonal area. Oyster cards become a ticket once they have been correctly validated on the yellow card readers at the start of the journey, have sufficient funds available on them for the journey being made and are used within the zones that have been paid for - otherwise you may be liable to pay a penalty fare. The Oyster 'top up' facility is available at all of our ticket vending machines in the London area.

How can I avoid a penalty fare?
You can avoid a penalty fare by purchasing a valid ticket before you travel.

What happens if I don't have a valid ticket for my journey?
If you have travelled from a penalty fare station on a penalty fare train and you are unable to produce a valid ticket or other authority to travel when required to do so you may be liable to pay a penalty fare.



Why is a penalty fares scheme necessary?
We have a scheme to encourage passengers to buy tickets before travelling. Reducing fraudulent travel is in the interests of you and us. It is only fair that everyone pays to travel.
How much is a penalty fare?
It is £20 or twice the full single fare to the next station at which the train calls - whichever is the greater.

If I am charged a penalty fare for not having a ticket, do I have to pay the penalty fare immediately?
No. However, an authorised penalty fare collector may require you to pay the minimum payment, which will be the full standard single fare for the journey, which you are making or

have made. If you do not have the means to buy a ticket and intend to avoid paying your fare, we reserve the right to prosecute you.
You have 21 days to appeal against the decision to be charged a penalty fare, or to pay the outstanding amount. If you do not choose either of these options, legal proceedings may be brought against you. See later for information on your right to appeal.
If you do not make the full payment the authorised collector will ask you for your name and address.
You need to give your name and address to an authorised collector. Failure to do so, or to give a false name and address is a criminal offence and may lead to prosecution.



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 should seek advice from the Help Point located on the station or approach the on-train staff at the earliest opportunity.

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.



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Examples of when a Penalty Fare may be charged

If you:

- travel without a valid ticket
- are unable to produce an appropriate Railcard for a discount ticket
- 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.

Penalty Fares do not apply to passengers using London Underground and Croydon Tramlink services at this station.

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



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If the ticket office is closed and you cannot buy the ticket you want from a self-service ticket machine, you should seek advice from the Help Point located on the station or approach the on-train staff at the earliest opportunity.

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.

Penalty Fares do not apply to passengers using London Underground services at this station.

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



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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 should seek advice from the Help Point located on the station or approach the on-train staff at the earliest opportunity.

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.

Penalty Fares do not apply to passengers using First Great Western services at this station.

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



WARNING

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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 should seek advice from the Help Point located on the station or approach the on-train staff at the earliest opportunity.

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.

Penalty Fares do not apply to passengers using CrossCountry services at this station.

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



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 should seek advice from the Help Point located on the station or approach the on-train staff at the earliest opportunity.

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.

Penalty Fares do not apply to passengers using CrossCountry and First Great Western services at this station.

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



Appendix F

Those stations, which will be subject to a three monthly check:

Alton
Ascot
Ash
Ash Vale
Ashurst New Forest
Axminster
Bagshot
Barnes Bridge
Beaulieu Road
Bedhampton
Bentley
Berrylands
Bitterne
Bookham
Botley
Bracknell
Branksome
Brookwood
Bursledon
Byfleet & New Haw
Chessington North
Chessington South
Chiswick
Christchurch
Clandon
Claygate
Cobham & Stoke
Cosham
Crewkerne
Dorchester South
Earlsfield
Effingham Junction
Esher
Ewell West
Farncombe
Farnham
Feltham
Feniton
Fleet
Gillingham
Grateley
Hamble
Hampton
Hampton Court
Hamworthy
Hedge End
Hersham
Hilsea
Hinchley Wood
Hinton Admiral
Holton Heath
Honiton
Hook
Horsley
Liphook
Liss
London Road

Lymington Pier
Lymington Town
Malden Manor
Micheldever
Milford
Millbrook
Moreton
Mortlake
Motspur Park
Netley
New Malden
New Milton
North Sheen
Overton
Oxshott
Parkstone
Pinhoe
Pokesdown
Poole
Portchester
Putney
Raynes Park
Redbridge
Rowlands Castle
Shawford
Sherborne
Sholing
St Denys
St Margaret's
Staines
Stoneleigh
Strawberry Hill
Swanwick
Sway
Swaythling
Teddington
Templecombe
Thames Ditton
Tisbury
Tolworth
Totton
Twickenham
Upwey
Wanborough
Wandsworth Town
Wareham
West Byfleet
Weybridge
Whimple
Whitchurch
Whitton
Winchfield
Witley
Wokingham
Wool
Woolston
Worcester Park
Worplesdon
Yeovil Junction

RPI ID Card Penalty Fare 07.qxd 26/06/2007 11:51 Page 1

This is to certify that

SOUTH WEST

ID number

is on

**AUTHORISED PENALTY
FARES COLLECTOR**

The holder is an authorised collector
for the purposes of the
Railways (Penalty Fares)
Regulations 1994.

CERTIFYING SIGNATURE

SW 184

CANCELLED

RPI ID Card Penalty Fares\07.qxd 26/06/2007 11:51 Page 2

Authorised to charge penalty fares on behalf of the following train operating companies:

SOUTH WEST

SOUTHERN

First Great Western

First Capital Connect

CANCELLED

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CANCELLED**PENALTY FARE NOTICES**

Name _____

Date pad started _____ / _____ / _____

Commencing Notice Number _____

Authorised Collector Number _____

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.
Black ballpoint pen (NOT Papermate Replay) to be used.
3. Notices are carbonised and do NOT require carbon paper.
Ensure that leaf of book is placed under the last copy of the notice being issued. Always check that the writing has carbonised on to all copies of the notice being issued.
4. All station names to be shown in full.
5. Alterations must not, in any circumstances, appear on notices issued to passengers. If an error should occur in preparing a notice, or notices become detached, another notice must be made out. Both original and counterfoils of the notice on which the error appears must be endorsed "CANCELLED" on all copies and the reason for cancellation notice thereon.
6. All monies collected must be paid in daily, and pads kept securely in accordance with local instructions.
7. Distribution of Penalty Fare Notices:
Copy 1 - forward to:
ITAT, c/o The Mail Room, Overline House, Southampton
2 - Hand to passenger
3 - Ticket Office
4 - Retain in book

CANCELLED**SOUTH WEST TRAINS**

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SOUTH WEST TRAINS

Stagecoach South Western Trains Limited



1. PENALTY FARE NOTICE/RECEIPT

(Not Transferable)

Date / /
(DD) (MTH) (YY)

At hrs, having travelled and failed to produce either a valid ticket, or other authority to travel, from your journey you are required to pay:-

PENALTY of £20 OR

twice the appropriate full single fare whichever is the greater £

from
to
(next station stop)

Class ☐ 1st ☐ Std
Where Issued ☐ On Train ☐ At Station

Reason

- ☐ 00 No Ticket
☐ 01 Std to First
☐ 02 Out of Date Ticket
☐ 03 Travel Beyond Validity
☐ 04 No Supporting Documentation
☐ 05 Adult on Child Ticket
☐ 06 Other (reason)
☐ 08 Oyster card
☐ 09 Freedom Pass

OR

At hrs, being in a compulsory ticket area and not having travelled at

Total Due	£ <u> </u>
Amount Received	£ <u> </u>
Amount Owing	£ <u> </u>

This Penalty Fare Notice/Receipt is given in accordance with the Railways (penalty fares) regulations and it is the authority to finish the journey and/or to leave the train at the next station stop.

Authorised Collector Number

Any additional correspondence / reminders from Stagecoach South Western Trains Limited or its agents may incur additional administration costs

2. Name of parent / guardian (if under 18)

☐ Mr ☐ Mrs ☐ Ms Other

Surname

For names

Number / House Name

Street

District

Town

County

Postcode

Date of Birth

Home Address

Name of School / N Method

Is the child a boarder Y / N Method

Reference

IMPORTANT NOTICE

Unless the amount owing is paid in full by 21 days from date shown at the top of this notice, legal proceedings may be brought against you.

If you wish to dispute your liability to pay a Penalty Fare, a statement giving an explanation of your failure to produce a valid ticket or other authority for your journey, together with any information as to your journey referred to in that explanation, must be made in writing and sent to the Appeals address on the reverse so as to arrive no later than 21 days from the date shown at the top of this notice.

Any information provided must include an indication of the time when and the station where you started your rail journey.

Copies of the rules and a summary of the operator's approved Penalty Fare scheme may be obtained from any of the addresses on the reverse.

I confirm the penalty and journey details given are correct. I have been informed of the appeals procedure and understand that I have until 21 days from the date shown at the top of this notice to dispute this matter.

(Customer's Signature)

SW

Please forward this document with any correspondence or payment (see reverse)

PLEASE FORWARD THIS DOCUMENT WITH ANY CORRESPONDENCE OR PAYMENT

3. PAYMENT ADVICE (to be completed when payment sent as ITAL)

I enclose Cheque/Postal Order or Credit Card/Debit Card
(make cheques/POs payable to IRCAS)

Credit/Debit card transactions are subject to a handling charge

Card No.

Card type: Visa / Mastercard / Switch / Maestro / Electron

Security Code: (print it right on back of card)

Start Date: / / Expiry Date: / / Issue No.
(South West Mainline only)

Cardholder's Name:

Signature

Please send payments to:
IRCAS, PO Box 212, Farnham, GU14 7NR

SW

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Description

BUILD HEAVY ☐ MEDIUM ☐ SMALL ☐ SLIM ☐ THIN ☐
BROAD ☐ PROPORTIONATE ☐ STOCKY ☐

HAIR COLOUR BLACK ☐ DARK BROWN ☐ LIGHT BROWN ☐ FAIR ☐ WHITE ☐
RED ☐ GRAY ☐ BROWN ☐ RED ☐
SANDY ☐ GOLDEN ☐ DYE ☐ GRAY ☐

HAIR TYPE BALD ☐ RECEDING ☐ CROPPED ☐ SHORT ☐ COLLAR-LENGTH ☐
SHOULDER-LENGTH ☐ LONG ☐ STRAIGHT ☐ CURLY ☐

EYE COLOUR BROWN ☐ BLUE ☐ GREEN ☐ ALMOND ☐ GRAY ☐
OTHER ☐

ETHNIC APPEARANCE WHITE EUROPEAN ☐ DARK EUROPEAN ☐ MIDDLE EASTERN ☐ ASIAN ☐ ORIENTAL ☐
AFRO-CARIBBEAN ☐ UNKNOWN ☐

HEIGHT _____

FACIAL HAIR FULL BEARD ☐ MOUTHACHE ☐ GOATE ☐ CLEAN SHAVEN ☐
EXTENDED SIDEBURNS ☐ REMAINE N/A ☐ OTHER ☐

OTHER FEATURES LEFT-HANDED ☐ RIGHT-HANDED ☐
GLASSES - YES ☐ NO ☐

JEWELLERY
MARKS / SCARS
TATTOOS
COMPLEXION

OCCUPATION

ENTER EVENTS

CANCELLED

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Frequently Asked Questions

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

A Penalty Fare Notice is being charged because when asked by an Authorised Collector you were unable to show a valid rail ticket for your entire journey. You have travelled from a station operating within a Penalty Fare Scheme where ticket-issuing facilities were available.

2. What happens now?

To enable the Penalty Fare Notice to be issued correctly you will be asked to provide details about your journey and for your correct name and address. It is a criminal offence to refuse to give your details. Giving incorrect details may result in a criminal conviction and a substantial fine.

3. How much do I have to pay?

A Penalty Fare is £20 or twice the full single fare (whichever is the greater amount) to the next station/stop. The Penalty Fare amount due is stated on the front of this notice.

The minimum you may be requested to pay now is the full single fare for the journey being made. The balance of the Penalty Fare charged must be paid within 21 days of the date of issue of this notice.

Please make cheques and postal orders payable to IRCAS, and send them to:

IRCAS
P.O. Box 212,
Petersfield,
GU32 2BQ.

You can also pay online at www.ircas.co.uk or telephone the payment line on 08445 446 194.

4. How do I appeal against the Penalty Fare issued?

If you believe that the Penalty Fare was not issued to you in accordance with the current 'Penalty Fare Rules' you may wish to make an appeal. Appeals must be received within 21 days from the date of issue of this notice. To make an appeal you should write, stating the grounds for your appeal, to the Independent Appeals Service for the scheme under which you were issued a penalty fare.

The address for this scheme is as follows:-

Independent Appeals Service
P.O. Box 212,
Petersfield,
GU32 2BQ

You can also appeal online at www.ircas.co.uk.

The Appeals Service is provided by an independent body separate from the 'Scheme Operator' and is approved by the Secretary of State.

5. Why was I able to buy a ticket from the Guards on a previous journey?

Guards are not authorised to issue Penalty Fare Notices, however tickets they do issue carry a warning explaining that where available tickets should be bought before travelling. Otherwise you could be subject to a Penalty Fare Notice, if stopped by an Authorised Collector.

6. Why have I been issued with a Penalty Fare Notice when travelling in first class, with a standard ticket, when there were no seats available in standard class and I could have paid the upgrade?

Whilst it can be tempting to travel First Class without the correct ticket we have to be fair to our first class ticket holders and consequently upgrades must be made prior to travelling in accordance with the National Rail Conditions of Carriage.

7. What happens if I am late arriving at the station and do not have time to buy a ticket?

You are still liable to a Penalty Fare Notice if you travel from a penalty fare station on a penalty fare train, as it is your responsibility to leave enough time to buy your ticket.

8. How can I avoid receiving a Penalty Fare Notice?

You can avoid a Penalty Fare Notice by purchasing a valid ticket before you travel. If the ticket office is closed and the self-service machine(s) is not available, you should purchase a permit to travel from the permit to travel machine where available. Insert the maximum amount of coins that you have to the value of the journey. This permit must be exchanged at the first opportunity and within 2 hours of issue. The value of the permit will be refunded to you when you pay for a valid ticket.

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

If you don't pay or make a successful appeal within the stated time limit you may receive a reminder letter, after this date, advising you of the outstanding amount and any administrative costs that may apply. Failure to pay any outstanding amount may result in criminal proceedings being taken against you. The current maximum fine, upon conviction, is £1000.

There is more information at ircas.co.uk or 08445 448 458

Please Note

This information is only intended to be a guide and should not be regarded as complete authoritative statement of the Penalty Fare Rules 2002. A copy of the Penalty Fare Rules and a summary of the scheme details are available from:

Customer Service Centre
Shagascoach South West Trains Limited
Overline House
Southampton SO15 1GW
Tel: 0845 6000 650

Revenue Protection Handbook

The Revenue Protection Handbook has been put together with help from front line Revenue Protection staff and its purpose is to act as a tool to help you do the best job you can.

Within this handbook you will find hints and tips to support you in dealing with fare evaders, as well as useful information such as contact telephone numbers, details of our Penalty Fares scheme, and guidance on various other important issues.

We aim to encourage and educate all of our passengers to “buy before they board”, and this book will help you to effectively deal with those people who seek to evade their fares, in a safe and professional manner.

SOUTH WESTTRAINS

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Issued July 2009

Section 1

Customer Service

Our Vision

Our vision is “We will give our customers the best service they have ever had”. This is a principle that runs through everything we do in Revenue Protection and is one of the main reasons our team exists.

By doing your core job of checking tickets, dealing with fare evaders and protecting our revenue, you will play a huge part in delivering this vision.

Our values underpin our vision and we all have a responsibility to act in line with them when at work.

They are:

- **TEAMWORK**
- **LEARNING**
- **PROFESSIONALISM**
- **COMMUNICATION**
- **RESPECT**
- **HONESTY**
- **RECOGNITION**

This section of your handbook will give you guidance on how to deliver excellent customer service to our passengers.

Performance

Our passengers tell us that good train performance is very important to them. It is our core product and our success as a train company depends on it.

- During time of disruption, when we know what's happening, you'll know. If we don't know, we'll tell you that too.
- If the train you are working is delayed, contact the Guard to find out what is happening and how you can help.
- Use the delay hotline to report any delays.
- Never delay a train to sell a ticket or deal with a fare evader.
- Please remember to follow the key principles we have for running a right time railway (see next page).

Section 1

Section 1

Right time railway principles

Depending on each other

- Find out how your role fits into the Right Time processes.
- Get to know the people whose work you rely on, and those who rely on you.
- Think about how you can help them either routinely, or if there's a delay.
- Be open to suggestion from others who could help you work Right Time.

Getting lead times right

- Be realistic about the time you need to plan and complete your tasks.

- Help others in your teams to understand your timescales.
- Familiarise yourself with how long others need to plan and complete tasks that may rely on you.

Looking Ahead

- Use all available information to anticipate what's coming next.
- Question what might happen next and ask others what you might need.
- Pay attention to real time alterations so that you're always prepared.
- Think about what you could do differently as things change.

Attending to Detail

- Identify all details needing your attention within your role.
- Check that all activities are being done to specification.
- Keep up the momentum – Right Time requires precision at all times.

Managing your time

- Allow yourself enough time to do your tasks on time.
- Prioritise your tasks so that your critical Right Time activities are always on time.
- Make sure your ready to start your shift on time, every time.

Keeping People Informed

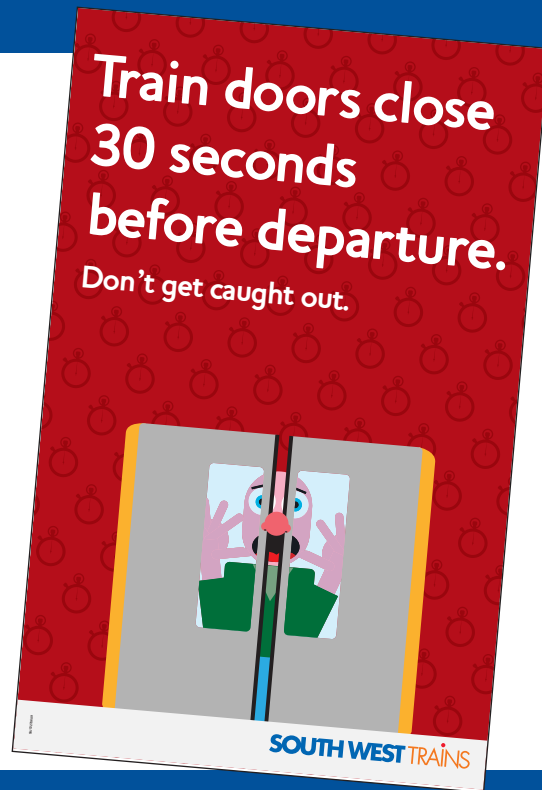
- Know who to contact as events changed and who should be your priority.
- Contact colleagues with vital information immediately or with enough time for them to respond Right Time.
- Tell others what information you need under changing circumstances.

Sticking to Standard Processes

- Know the processes within your role and any agreed local variations.
- Be aware of possible notified exceptions and real time alterations.
- Understand how to respond to those exceptions and alterations so that your always ready for changes.

Section 1

The message we give to our passengers



Customer Service - Your responsibilities

What can I do for our customers?

- You can use your customer service vouchers to help passengers who may need assistance (1st class refund, dry cleaning arrangement, refreshments vouchers, free excess fare as appropriate, onward transport if applicable).
- You can offer the use of your mobile phone during delays or disruption.
- You can help resolve any customer's complaints at the time; preventing them from needing to call the Customer Service Centre and making them feel valued and listened to.

- Please remember that we take all complaints seriously and will investigate any that we receive in a fair manner.

Your responsibilities

Safety, customer service and protecting our revenue are just some of your responsibilities. To help you do your job well and to meet the expectations of our customers, we have listed below some key points that you must follow:

- Do not eat, drink or smoke where passengers can see you.
- You should arrive at work looking clean and tidy and your uniform should be smart and correctly worn. Please refer to the uniform wearers guide for more details.
- Your name badge should be fully visible at all times when at work.

Section 1

- You should carry out ticket checks on train as often as possible, working with your colleagues in the Guards team to be as effective as possible in checking tickets and giving good customer service.
- You must give first class passengers a higher level of service to reflect the premium they have paid for travelling, ensuring you prioritise ticket checks in the first class areas of the trains you work.
- Ensure you arrive on time for work and let your manager know if are going to be late or have been late.
- You should ensure you adhere to all applicable rules and regulations relating to your role, and follow all guidelines as prescribed within documents issued to you such as the employee handbook and personal safety handbook (you must ask your manager if you do not have a copy of these publications).

Customer Service Standards

To ensure you meet our customers' expectations we have designed a set of standards with specific details to help assist you in delivering our vision – "to give our customers the best service they have ever had".

Eye Contact

- Maintain eye contact in a professional and suitable manner at all times.

Tone of Voice

- Speak professionally at all times adapting tone to situation whether caring, assertive or apologetic.

Body language

- Adapt body language to a variety of situations.
- Awareness of open body language.
- Allow personal space between you and the customer.
- Do not show negativity in body language such as aggression, boredom or impatience.

Positive language

- Emphasise what can be done.
- Provide alternatives.

Section 1

Questioning Skills

- Use a full range of open, closed, probing questions to fully understand customer needs.

Listening skills

- Demonstrate active listening skills, nodding, paraphrasing and seeking clarification.

Proactive

- Anticipate the situation and seek out information.
- Take complete ownership of the situation using your own initiative to provide customer information.
- Actively seek out customers who may need additional help or assistance.

Approachable

- Be open and approachable with a willingness to help, make eye contact with customers in a friendly, professional way.
- Make use of positive verbal and non verbal communication.

Visibility

- Make every effort to be visible and available to customers whilst on duty.

Appearance

- Wear full uniform smartly with a well groomed appearance and name badge.

Attitude

- Have a positive attitude towards all people and the position they hold.
- Offer the same high standard of service to everyone.

Information

- Provide relevant and helpful information to customers.

Professional

- Remain professional at all times never allowing your own emotions to interfere negatively in dealing with others.

Responsibility

- Take full responsibility for your own actions and work without supervision.

Section 1

Section 2

Penalty Fares - instructions for authorised collectors

To follow are the instructions for authorised collectors for the South West Trains penalty fare scheme. They comply with the guidance given in the 2002 SRA Penalty Fares Rules and Policy.

If a passenger approaches an RPI/A and is either challenged or asks to buy a ticket, five key questions should be asked before issuing a PFN.

1. Do you have a valid ticket?
2. Do you have the means to pay for your journey?
3. Where have you come from?
4. Where are you travelling to?
5. Why did you not purchase a ticket before boarding the train?

Penalty fare trains

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:

London Waterloo	Dorking	Weymouth	Reading
Alton	Shepperton	Hampton Court	Chessington South
Lymington Pier	Paignton	Truro	Bristol Temple Meads
Salisbury to Southampton	Portsmouth Harbour	Windsor & Eton Riverside	Hounslow Loop

A map showing the routes on which the Penalty Fares trains run can be found at the back of this handbook.

Stations operated by First Great Western that are excluded from the Penalty Fares scheme are:
Warminster, Dawlish Warren, Dean, Mottisfont & Dunbridge, Romsey, Lostwithiel, Starcross, Menheniot, St Germans, Torre, Exeter St Thomas, Saltash and Ivybridge.

Penalty Fares area amended and updated April 2009.

Section 2

Section 2

Customer Communications and Security Centre (CCSC)

The CCSC collects details of ticket office closures and gives these out to Revenue Protection staff via the pager system.

A dedicated helpline provides information about breakdowns of TVMs and ticket office closures. The CCSC also has access to details of machine status over the preceding hours.

Please report the following instances to the CCSC

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

If you are unable to establish if the self service ticket machines are operational at stations (especially unstaffed station), or if the ticket office was closed, you must always give the passenger the benefit of the doubt.

How do Guards and Revenue Protection check if a TVM is working?

1. Ask the customer what time they tried to use the machine and where it was on the station.
2. Check your pager to see if there has been any information advising of this failure.
3. If not; call the CCSC on 81 085 73987 and ask for a TVM check at the relevant station and time.
4. The CCSC will then check the station's TVM(s) at the specified time.
5. The CCSC will provide a current update and check if the machine was out of order at that time.
6. The call is complete.

Arrangements with other train operating companies

The following table shows the penalty fare stations which are also served by other operators and sets out the arrangements that we have with them.

- A.** Passengers getting off this operator's trains should not be charged penalty fares, but dealt with in line with the current National Rail Conditions of Carriage. It is possible to see who has got off this operator's trains from the place where checks are carried out.
- B.** Passengers joining or getting off this operator's trains should 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 should 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) should not be charged a penalty fare. Only a few trains run by this operator serve this station on any given day.
- E.** Passengers getting off this operator's trains should be charged penalty fares under the terms of that operator's scheme.
- F.** We authorise this operator's collectors to charge penalty fares under this scheme on our behalf.
- G.** London Underground operates a penalty fares scheme at these stations, but as our schemes are not compatible we will not issue penalty fares to their passengers and vice versa.

Section 2

Section 2

Station	Is there a CTA?	Also served by trains operated by	Does this operator have a penalty fares scheme, which will apply at this station?	Arrangements that will apply
Ash	No	First Great Western	Yes	E/F
Ashtead	No	Southern	Yes	E/F
Basingstoke	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
Bath Spa	No	First Great Western	Yes	E/F
Bedhampton	No	Southern	Yes	E/F
Bodmin Parkway	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
Bookham	No	Southern	Yes	E/F
Bournemouth	No	CrossCountry Trains	No	A
Boxhill & Westhumble	No	Southern	Yes	E/F
Bradford-on-Avon	No	First Great Western	Yes	E/F
Bristol Temple Meads	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
Brockenhurst	No	CrossCountry Trains	No	A
Clandon	No	Southern	Yes	E/F
Clapham Junction	No	London Overground	No	A
	No	Southern	Yes	E/F

Station	Is there a CTA?	Also served by trains operated by	Does this operator have a penalty fares scheme, which will apply at this station?	Arrangements that will apply
Cosham	No	First Great Western	No	A
	No	Southern	Yes	E/F
Dawlish	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
Dorking	No	Southern	Yes	E/F
Earley	No	First Great Western	Yes	E/F
Eastleigh	No	First Great Western	No	A
Effingham Junction	No	Southern	Yes	E/F
Epsom	No	Southern	Yes	E/F
Exeter Central	No	First Great Western	Yes	E/F
Exeter St Davids	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
Fareham	No	First Great Western	No	A
	No	Southern	Yes	E/F
Fratton	No	First Great Western	No	A
	No	Southern	Yes	E/F
Guildford	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
	No	Southern	Yes	E/F

Section 2

Section 2

Station	Is there a CTA?	Also served by trains operated by	Does this operator have a penalty fares scheme, which will apply at this station?	Arrangements that will apply
Havant	No	First Great Western	No	A
	No	Southern	Yes	E/F
Hilsea	No	First Great Western	No	A
	No	Southern	Yes	E/F
Horsley	No	Southern	Yes	E/F
Keynsham	No	First Great Western	Yes	E/F
Leatherhead	No	Southern	Yes	E/F
Liskeard	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
London Road (Guildford)	No	Southern	Yes	E/F
Netley	No	First Great Western	No	A
	No	Southern	Yes	E/F
Newton Abbot	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
Oldfield Park	No	First Great Western	Yes	E/F
Paignton	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F

Station	Is there a CTA?	Also served by trains operated by	Does this operator have a penalty fares scheme, which will apply at this station?	Arrangements that will apply
Par	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
Plymouth	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
Portchester	No	First Great Western	No	A
	No	Southern	Yes	E/F
Portsmouth & Southsea	No	First Great Western	No	A
	No	Southern	Yes	E/F
Portsmouth Harbour	No	First Great Western	No	A
	No	Southern	Yes	E/F
Reading	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
Richmond	No	London Overground	No	A
	No	London Underground	No	G
St Austell	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
St Denys	No	First Great Western	No	A
	No	Southern	Yes	E/F

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Station	Is there a CTA?	Also served by trains operated by	Does this operator have a penalty fares scheme, which will apply at this station?	Arrangements that will apply
Salisbury	No	First Great Western	No	A
Southampton Airport (Parkway)	No	CrossCountry Trains	No	A
	No	First Great Western	No	A
Southampton Central	No	CrossCountry Trains	No	A
	No	First Great Western	No	A
	No	Southern	Yes	E/F
Swanwick	No	First Great Western	No	A
	No	Southern	Yes	E/F
Teignmouth	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
Torquay	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
Totnes	No	CrossCountry Trains	No	A
	No	First Great Western	Yes	E/F
Trowbridge	No	First Great Western	Yes	E/F
Truro	No	CrossCountry Trains	No	A
	No	First Great western	Yes	E/F
Upwey	No	First Great Western	No	A

Station	Is there a CTA?	Also served by trains operated by	Does this operator have a penalty fares scheme, which will apply at this station?	Arrangements that will apply
Wanborough	No	First Great Western	Yes	E/F
Westbury	No	First Great Western	Yes	E/F
Weymouth	No	First Great Western	No	A
Wimbledon	No	Croydon Tramlink	No	A
	No	First Capital Connect	Yes	E/F
	No	London Underground	No	G
	No	Southern	Yes	E/F
Winchester	No	CrossCountry Trains	No	A
Winnersh	No	First Great Western	Yes	E/F
Winnersh Triangle	No	First Great Western	Yes	E/F
Wokingham	No	First Great Western	Yes	E/F
Woolston	No	First Great Western	No	A
	No	Southern	Yes	E/F

Section 2

Section 2

Penalty Fare Information

No means of payment

Either issue a nil paid PFN, or report the passenger for an alleged offence under the Regulation of the Railways Act 1889, or Railway Byelaws. Take all passenger details as required.

Adult – if no means – one must always consider reporting the ticketless traveller for an alleged offence.

When issuing a penalty fare, an authorised collector must inform the passenger of the following:

1. That they are to be charged a penalty fare.
2. Why they are being charged a penalty fare.
3. The amount of the penalty fare.
4. That they have the right to appeal within 21 days.

When issuing penalty fares authorised collectors MAY (SRA Penalty Fare Rules section 8.2) require that person to make a minimum payment that is equal to the full single fare which they would have had to pay for their journey if penalty fares had not been applied (see section 1.8).

For a passenger to be charged a penalty fare, there must have been an opportunity for them to purchase a ticket or permit to travel. In such a situation where the passenger is asked for the minimum fare, the passenger must pay the minimum fare.

The authorised collector must also ask for their name and address and obtain any further information telling the passenger they are no longer being dealt with under the Penalty Fare regulations.

Where fraud is suspected, Penalty Fares must **NOT** be issued – report the fact to complete Byelaw reports and/or statements.

When to charge a penalty fare

Passengers without a ticket

Penalty Fare to next station stop PLUS full single fare from next station to passenger's destination. NB. Accompanied animals and articles do not attract a penalty fare.

Passengers with an out of date ticket

Penalty fare to next station stop PLUS full single fare from next stop to passenger's destination. NB. Where fraud is suspected, penalty fares should NOT be issued - report the fact and complete Byelaw reports and/or statements.

Passengers travelling beyond station

Penalty fare to next station stop PLUS full single fare from next stop to passenger's destination. NB. Where fraud is suspected, Penalty Fares should NOT be issued - report the fact and complete Byelaw reports and/or statements.

Adults travelling on a child ticket

Penalty Fare to next station stop PLUS full single fare from next stop to passenger's destination. NB. Where fraud is suspected, Penalty fares should NOT be issued - report the fact to complete Byelaw reports/statements.

No supporting documents

You may issue a penalty fare to a passenger who fails to carry supporting documents e.g. Railcard.

Lost tickets

You may charge a Penalty Fare to a passenger who has lost his/her ticket.

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Section 2

Passengers who have changed onto a penalty fare train from another train

By effective questioning the authorised collector needs to find out:

- why they have not purchased a ticket from the station where they started their journey.
- whether they had had reasonable opportunity to purchase a ticket e.g. facilities at interchange stations and/or enough time between connections.

Depending on the information given, a decision must be taken as to whether or not to charge a penalty fare or issue a ticket in line with Condition 2 of the National Rail Conditions of Carriage.

Passengers with Standard Class tickets travelling in First Class

All ticket holders travelling in First Class with a Standard Class ticket should be issued a Penalty Fare, including Season Ticket holders. However:

Remember our mums-to-be policy whereby pregnant women can travel in first class if no seating is available in standard class.

Maximum discretion is needed if they are not aware of the policy, but are travelling in First Class.

Remember on very busy peak trains to check with the guard who may have authorised the passenger(s) to sit in First Class to avoid them standing.

When not to charge a penalty fare

Passengers who have tickets which are not valid only because of a time restriction.

For tickets which have a time restriction, including Super Off-Peak Tickets which have NOT been appropriately stamped by the ticket office, penalty fares do not apply. Excess the passenger to the appropriate ticket, as we cannot guarantee that the passenger has been advised that the ticket has restrictions.

For other restricted tickets, for example 'Advance' where we cannot guarantee that the passenger was aware of the restrictions, excess to the appropriate ticket.

Passengers who have a ticket for their journey, but who are travelling by a route for which that ticket is not valid

Penalty fares do not apply, excess up to the appropriate ticket.

Season Ticket holders who do not have their Season Ticket with them

For those Season Ticket holders who do not have their Season Ticket with them, but do have means to purchase a ticket: sell the appropriate ticket and advise on the refund procedures.

For those who do not have their Season Ticket nor the means to purchase a ticket: Issue an Unpaid Fare Notice (UFN).

The following should be written on the back of the (UFN) notice and forwarded to ITAL for them to add later:

- Passenger's details
- Where purchased
- Where they travel from and to
- Description
- You should always advise passengers that it is their responsibility to carry their Season Ticket with them at all times when travelling.

Section 2

Section 2

Use of discretion

You have the discretion not to charge a penalty fare and either charge the full single or return fare in line with National Conditions of Carriage or charge any relevant discounted fare, as appropriate under the circumstances.

It is important that you use discretion in the following circumstances:

- Passengers who have mobility problems and passengers who are frail, elderly or heavily pregnant women 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 scheme because they are visually impaired, are foreign visitors who live abroad, do not speak English as their first language, or have learning difficulties.

- Passengers who are travelling from stations where the only available ticket facilities are TVMs or a 'permit to travel', who have enough money (or credit or debit cards) to buy ticket, but not the correct coins or notes required to use the TVMs or 'permit to travel'.
- Passengers travelling from stations where the only available ticket facilities are TVMs, who claim that they are accepting coins only or the exact fares only and the passengers did not have the necessary coins (unless the authorised collector can confirm that the machines are working normally).
- Passengers who are travelling from a station where you have been told about long queues or where fewer ticket windows than normal are open.
- All passengers when the train service is severely disrupted.

You need to ensure that people at risk, including children, are not put at greater risk by charging them a penalty fare, especially late at night.

You must NOT issue a penalty fare under the following circumstances:

- If you are not carrying your authorised collector's pass.
- If there are no penalty fare warning notices at penalty fare stations.
- If you are advised that ticket facilities at a penalty fare station are not operational.

Minimum payment

You are reminded that although you may require passengers to make a minimum payment in line with rule 8.2 of the penalty fare rules 2002, passengers who are charged a penalty fare have 21 days to pay the rest. You are given the discretion not to charge this minimum payment, but to give passengers 21 days to pay the full amount.

However, by not being able to pay the minimum, as they have no means to do so, doesn't this demonstrate an intention to avoid payment? If so, you need to consider other options, for example, MG11 or nil paid penalty fare.

Use discretion with Season Ticket holders who have left their ticket (and money) at home.

Intention to avoid paying

We reserve the right to prosecute passengers if they intend to avoid paying their fare. In these circumstances you will not charge them a penalty fare. If you have done so already, you need to refund it and obtain further information to complete a byelaw statement and inform the passenger that they are no longer being dealt with under the Penalty Fare Regulations. Please refer to section 3 Fraud Awareness.

Section 2

Issuing a Penalty Fare Warning

In instances where you choose to issue tickets in accordance with Condition 2 of the National Rail Conditions of Carriage you should issue the passenger with a penalty fare warning in addition to the ticket you have sold them.

Ticket stock has wording on the reverse (printed in red) which explains to the passenger that they may have been liable to a penalty fare of £20 or twice the full single fare (whichever is the greater).

Please issue a warning using the procedure outlined below and draw the passenger's attention to the warning on the reverse of the ticket.

The warning should be given to the passenger and details explained using the back of the ticket.

Penalty Fare Warning

'If travelling from a penalty fares station, on a penalty fares train, you must buy your ticket (or get a permit to travel) before you board the train where ticket or permit issuing facilities are available.

If an authorised penalty fares collector had been checking tickets, you may have been charged a £20 penalty fare or twice the full single fare to the next station stop, whichever is the greater.

You must buy a valid ticket before boarding a train, if ticket issuing facilities are available'.

Issuing a Penalty Fare Warning using Avantix Mobile

From fares enquiry, using the NLC function:

1. Enter origin code H861.
2. Enter destination code J666.
3. Press ok and proceed to fares summary screen.
4. The ticket type (PWS) will be shown as a zero fare.
5. Continue to payment screen.
6. Issue ticket using the cash box. (This is the only method of payment allowed for this ticket type.)
7. At the end of shift all Penalty Fare Warnings that have been issued will be shown as zero fares. This must be entered on the shift sheet as appropriate.

Note: There is also an option of issuing a Penalty Fare Warning via the Popular Products menu where available. You can also use your 'last 16' if you have issued a PFW in full recently.

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Fraud Awareness

If you believe that a travel (or any other) offence may have been committed, or is about to be committed you must follow the procedures below. The person being reported will be referred to as the 'Suspect', as they may not be a SWT passenger.

1 Intent to avoid payment, commit or has Committed a Penalty Fare or Byelaw Offence

- Note the time you first noticed or challenged the passenger/suspect.

2 Passenger offers to pay when challenged

- If the passenger has passed all points of sale or is exiting the station **DO NOT** sell any ticket.
- Ensure the offer to pay is recorded in your notes at the time and **NOT** afterwards in your summary.

3 CAUTION

- Always **CAUTION** at the earliest opportunity
- Record time of Caution, as per the mode of checking, for example: 'my watch', 'station clock' or 'mobile phone clock'.
- It is important to inform the suspect, that they are **not under arrest**.
- **DO NOT CAUTION ANYONE UNDER 18 YEARS OLD AS THEY ARE NOT CLASSED AS ADULTS.**

4 Note Book Entry

- Always record all that is said, happens, or occurs while you are dealing with the suspect (s), and or passenger (s). Any incident; foul or abusive language, or threats made against you, members of the public, or other rail staff must always be recorded verbatim, with appropriate timings.
- Record details of witnesses, staff, Police and passengers and obtain support statements.

5 Conclusion

- Ask suspect to sign your notebook, after they have read and agreed your notes, noting time of conclusion.
- If the suspect refuses to sign your notebook make a note of what they say and the time.
- Only tell the suspect that you are submitting a report of the incident.

6 Submit MG11 Report

- All completed and witnessed reports must be with the Prosecutions Team before 21 days, post offence.
- Supporting statements must be submitted with your MG11 report.
- Multiple MG11s **MUST** be submitted together, post any Revenue exercise. This is to ensure maximum impact in court.

7 Witness in Court

- You may be called as a Witness and therefore **MUST** attend to follow through the Prosecution.
- Contact your Manager or Prosecutions Manager at the earliest opportunity to confirm your attendance.

For further advice on the points above please see 'Instructions to adhere to' on next page.

Section 3

Section 3

Instructions to adhere to

Intent

Always remember that intent does not mean that the offence has been committed. They may not have already travelled, but have the intent to travel without first buying a valid ticket.

Caution

A person suspected of committing any offence, must always be cautioned as soon as it is reasonably believed that an offence may have been committed. It is not for the RPI to prove that the offence has been committed. The RPI submits a report of all the facts, for consideration and action by the Prosecutions Team.

Any person between the ages of 17 and 18 years may be reported for an offence under the Railway Byelaws. They must not be cautioned, when questioned by an RPI as it is against the law.

Under 18 year olds can only be cautioned and questioned under strict guidelines. They must be accompanied by a responsible adult.

Questioning

When questioning 'suspects' five key questions must be asked and included in every statement report:

1. Do you have/may I see your valid ticket for your journey today?
2. Where did you start your journey from?
3. Where is your intended destination?
4. Do you have the means to pay for your journey?
5. Would you agree that it was your intention to avoid your correct fare for your rail journey today?

If during questioning a person gives an address that is a night shelter or a hostel, the best course of action to take is:

- Take whatever money you can (even if taking a short fare) and
- Make sure the person leaves the station (where it is practical to do so)

Notebook Entry

A good, neatly-kept notebook will serve you well if, and when you are to give evidence, under oath in open court. Therefore you must adhere to the following:

- All the facts **MUST** be recorded.
- It is a true account.
- It must be readable by someone other than you, therefore essential for clear writing.
- Both the suspect and you must always initial any entry that is crossed out while under caution.
- It is preferable to allow the suspect to write their own personal and address details in your notebook as this assists in confirming handwriting if they claim 'Not me' at a later date (always re-write if their handwriting is unreadable).
- It must be witnessed.
- Always attach a good quality photocopy of your notes to your MG11 Statement.

Police Assistance

If unable to obtain the suspects details, due to refusal or false details given then contact the British Transport Police.

MG11 Statement Writing

When completing Byelaw reports and/or statements you should ensure the following is covered:

- Make handwriting legible
- Date and time of the incident
- Proof of passenger identification
- Passenger's journey details
- Value of fare avoided
- The offence committed
- Avoid abbreviations
- Facts in chronological order

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- No direct speech, unless dealing with abusive language etc
- The point at which the passenger offered to pay
- Supporting statements attached
- Date to avoid for court starting from 2 months after the date of the incident

Witness in Court

If called as a witness in a trial, always attend in good time, wear smart uniform with name badge, carrying your Warrant Badge, ID, and RPI Notebook. A Court visit and pre-briefing meeting with the Prosecutor is always advisable.

Rules and Guidelines

Revenue Protection Inspectors are expected to comply with the rules and guidelines laid down in the Police and Criminal Evidence Act 1984 when dealing with a person who is reasonably suspected of committing an offence under:

1. Regulation of the Railways Act 1889
2. Railway Byelaws
3. National Rail Conditions of Carriage

It is expected that the high standards of the Revenue Protection Inspectorate are applied at all times.

Section 4

Revenue Protection General Procedures

Reporting personal accidents, incidents and unsafe conditions

All accidents, incidents and unsafe conditions must be reported at the earliest opportunity to your manager or supervisor.

Where relevant, an entry must be made in the accident book as required by Social Security legislation.

If you are able to take action to remove an unsafe condition, you should do so, however make sure that you do not put yourself in any danger. You should still report the condition and the action that you have taken to your manager or supervisor.

Reporting passenger accidents, incidents and faults

If there is an accident, incident or fault identified on train or at a station, it is your responsibility to make sure that the guard or duty manager is aware and offer your assistance.

It is important that all faults are reported as soon as they are noticed. Reporting faults as soon as possible will make sure that any delays or disruption are kept to a minimum.

An appropriate note must be made in your notebook and the following procedure adhered to:

Accidents/Incidents

- Identify the cause of the Accident or Incident.
- If possible, remove any hazard (do not put yourself at risk).
- Write down the details of any passengers involved in the incident, including name, address and ticket details.
- Find out if there are any witnesses to the incident and ask them to make a short statement.
- Let any persons use the first aid equipment provided on train or station and ask for help from any qualified medical personnel. If you are on train and you need an ambulance contact Control or ask the guard on board to arrange for one to be at the next suitable location (see control numbers on page 97). If you are at station then contact your duty manager.
- At no point should you put yourself in any danger and only use first aid or other equipment if you are qualified to do so.

- Record the train details such as unit, coach and door number.
- Write a full written account of what has happened, including any injuries and your actions and submit it to your manager prior to booking off duty.

Faults

- If you are at a station and become aware of a fault report it to your duty manager.
- If you are on a train and become aware of a fault, please contact the guard and if they are not available contact the on-board fault reporting desk on (81) 00 22040, giving details of the fault including the Unit, Coach and Door number.
- Remember, do not enter the emergency equipment cupboards or operate machinery without being authorised and qualified to do so.

Section 4

Section 4

Reporting personal assaults

Anyone who deals directly with the public may face aggressive or violent behaviour. They may be sworn at, threatened or even physically assaulted. If you are assaulted you can defend yourself using reasonable force but you must never retaliate in any way. However aggrieved you feel, be sensible and get out of the situation as quickly as you can to a place of safety.

- Seek assistance at the earliest opportunity by contacting the British Transport Police. If you are unable to call the police yourself, try and get someone else to do this for you. After an incident has taken place obtain a police reference number.
- Inform your manager or duty manager of the incident and record it in the Accident Book.

- Capture details about your assailant's appearance – sex, ethnic group, height, build, hair colour, hair length, facial hair, accent, distinctive clothing and colour and any other distinguishing features.
- Check whether CCTV evidence is available and request it to be held by contacting the Customer Care and Security Centre.
- At the earliest opportunity write a full written account of what has happened, including any injuries and your actions and submit it to your manager prior to booking off duty.

For further advice on Violence at Work please refer to South West Trains Personal Safety Handbook Section 5.

Calling for assistance

There may be times when you need to call for assistance when on-train or at a station. Below is a list of situations that could arise and what the best response would normally be:

Violent passenger/s on board a train.	BTP/Civil Police required
Passenger causing a disturbance/ threatening staff or passengers on a train (intoxicated).	
Mugging.	
Drug use/dealing of drugs.	
Vandalism.	
Passenger travelling with no ticket and no money and refuses to give their name and address.	Ambulance required
When medical assistance is required.	
Passenger with ticket difficulties, for example travelling at the wrong time or day and does not understand.	Revenue Protection matter
Adult travelling on a child ticket.	
Ticket fraud taking place, for example short Season Ticket or transferred ticket.	

Section 4

Section 4

On train working

Revenue Protection Trains staff will be rostered to work train diagrams, specifically attached to their depots.

Revenue Protection staff are allowed to board any train to perform ticket checking and selling duties. (This includes issuing penalty fares).

Where possible, Revenue Protection staff will let Guards know they are on-board. (But this should not interfere with their Revenue Protection duties.)

Guards should not stop Revenue Protection staff from working on trains (unless, it is a safety related matter), even if ticket checks have already been carried out.

Guards should support Revenue Protection staff by issuing all tickets in accordance with Condition two of the National Rail Conditions of Carriage, and by issuing the passenger with a Penalty Fare Warning where appropriate.

Guards and Revenue Protection staff should not walk through the train together. They should work independently of each other and in different parts of the train. This will maximise the number of tickets checked.

When Revenue Protection staff are travelling 'pass' they should report to the Guard working the train to assist with customer care and any ticket checking/issuing activities.

When Guards are performing ticket checks and they observe a Revenue Protection employee in 'plain clothes', they should not engage in conversation with them. Where possible, when in 'plain clothes', Revenue Protection should tell the Guard that they are on board and what they are doing.

When performing ticket checking/selling or when issuing a penalty fare or dealing with an offence, you should always ensure that you are aware of the risks and do not place yourself in danger.

All train information should be entered into your Avantix machine, using the relevant codes.

Station working

When rostered to work at a station, staff should be aware of their duties and carry out the necessary working instructions at that location, including the operation of barrier gates, if competent to do so.

At staffed stations, staff should sign in at the station to comply with station regulations and be aware of the risk assessments. Staff should also adhere to management instructions.

At unstaffed stations, staff should comply with station regulations and be aware of the risk assessments. For further safety staff should contact the Customer Care and Security Centre via the help point on the station to inform them of your presence.

All station information should be entered into your Avantix machine, using the relevant codes.

Station Blocks

If a 'block' is to be carried out at a station you must make sure that you are aware of the risks and layout of the station. Some key guidelines that you should follow are:

- That you carry out a search of the platform area before the 'block' starts, to make sure that there is no-one on the platform side of the entrances/exits who is not travelling.
- That you are in a position to see that a person who is approaching the 'block' has got off a train.
- 'Do you have/may I see your valid rail ticket for your journey today' should be the first question that you ask.
- The block location should be entered into your Avantix machine, using the relevant codes.

Section 4

Section 4

Queue busting

In order to manage queues at Ticket Offices, Revenue Protection Staff may be required to provide an additional resource to the Stations teams. Staff rostered to work at these stations should be aware of their duties, sign in at the station to comply with station regulations and carry out the necessary working instructions.

All queue busting location information should be entered into your Avantix machine, using the relevant codes.

Section 5 (Ad - As)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Addlestone SWT	Ticket Office 00 69309 Platform 00 69308	Mon-Fri Saturday Sunday	06:30 09:30 Closed	10:00 12:30	0	1	0	By the entrance to platform 1	Level crossing at country end, near to town. TO on US.
Aldershot SWT	Ticket Office 00 67649 Platform 00 67630 / 07920 155883	Mon-Fri Saturday Sunday	06:20 06:20 07:35	21:18 21:18 18:55	0	1	1	On the forecourt near booking hall entrance	Bus station and taxi rank outside BH. Cycle lockers on platform 1, footbridge is outside station, subway to other platforms.
Alton SWT	Ticket Office 00 67634 Platform 00 67636 / 07920 155886	Mon-Fri Saturday Sunday	06:30 07:30 08:30	19:00 17:30 16:00	0	1	0	By entrance to the booking hall	Taxi rank on SF, access from Watercress line via gated footbridge to US. Town short walk from US
Andover SWT	Ticket Office 075 0096 Platform 075 0091 / 075 0084	Mon-Fri Saturday Sunday	06:00 06:50 08:15	19:00 17:40 16:45	0	2	1	On platform 2 near the ticket office	TO on DS, Underpass to US and toilets. Buses to town or 20 minute walk, not signposted.
Ascot SWT	Ticket Office 00 67446 Platform 00 67426	Mon-Fri Saturday Sunday	06:00 07:00 08:10	19:00 19:00 17:40	0	1	1	One in the booking hall, one outside the entrance of the booking hall on the forecourt	Racecourse 10 minutes walk

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Closed			C&C	CO		
Ash SWT	Ticket Office 00 67573	Mon-Fri Saturday Sunday	06:40 06:40 Closed	11:45 11:45	0	2	0	On the disabled ramp leading to platform 2	CP near to platform 1
Ash Vale SWT	Ticket Office 00 67613 Platform 00 67645	Mon-Fri Saturday Sunday	06:25 08:00 09:00	12:00 13:00 12:00	0	1	0	Adjacent to the ticket office	TO in subway with stairs leading to both platforms. A staircase leads up from street level to station subway
Ashford (Surrey) SWT	Ticket Office 00 69757 Platform 00 69757	Mon-Fri Saturday Sunday	06:25 08:00 08:55	13:25 14:00 16:25	0	2	0	One on Platform 1, one on station forecourt near Platform 2 the ticket office	TO on DS platform 2 side
Ashtead Southern	Ticket Office 00 62445	Mon-Fri Saturday Sunday	06:40 07:50 09:10	20:05 14:25 16:45	0	0	2	2 fast machines, one upside and one at the rear side of the TO	Secure bike parking
Ashurst (New Forest) SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	1	0	Located on the US platform	Pay phone platform 1 entrance

Section 5 (As - As)

Section 5 (Ax - Ba)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Pertis	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Axminster SWT	Ticket Office 076 6475 Platform 076 6475	Mon-Fri Saturday Sunday	06:15 07:15 Closed	17:00 13:05 Closed	0	1	0	Outside the main entrance	
Bagshot SWT	Ticket Office 00 67441 Platform 00 67441	Mon-Fri Saturday Sunday	06:15 Closed Closed	10:00 Closed	0	1	0	On the entrance to platform 1 near the ticket office	
Barnes SWT	Ticket Office 00 25399 Platform 00 25392	Mon-Fri Saturday Sunday	06:45 07:00 10:00	18:45 19:00 13:00	0	2	1	On entrance to platform 1 near the ticket office;. Cash & card. Foot of steps on Platform 2/3 steps; card only	
Barnes Bridge SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	2	0	1 to the entrance of platform 1 and one on Platform 2	
Barnham Southern	Ticket Office 005 8352	Mon-Fri Saturday Sunday	05:30 05:30 06:00	22:25 22:25 21:25	0	1	0	Subway leading to platforms 1- 4	TO on US, Platform Supervisor on DS, pay phone and refreshments

Ticket Office and Operator	Phone Numbers		Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
			Open	Close			C&C	CO		
Basingstoke SWT	TO Platform Gate	07 50010/ 50115 07 50031 07 50097/ 50018	Mon-Fri Saturday Sunday	06:00 21:30 06:00 21:30 07:00 21:30		0	4	5	In the main booking hall and at the rear entrance to platforms 4/5.	Lifts from platforms to exits. Note: No access to main booking hall after 2200. Access via side entrance.
Bath Spa FGW	Ticket Office 074 5157		Mon-Fri Saturday Sunday	05:30 20:30 06:00 20:30 07:45 20:30		0	4	0	In ticket hall	
Beaulieu Road SWT	Unstaffed Station		Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		1	0	0	Located at the entrance to platform 1	
Bedhampton SWT	Ticket Office Platform	075 8925 075 8925	Mon-Fri Saturday Sunday	06:45 09:45 10:00 13:00 Closed		0	1	0	On platform 2 near the ticket office	Platform linked by footbridge, station accessed via gate on US next to level crossing
Bentley SWT	Ticket Office Platform	00 67644 00 67694	Mon-Fri Saturday Sunday	06:40 10:30 Closed Closed		0	1	0	Outside TO on forecourt	Only one platform in use serving both directions

Section 5 (Ba - Be)

Section 5 (Be - Bo)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Berrylands SWT	Ticket Office 00 62267 Platform 00 62267	Mon-Fri Saturday Sunday	06:20 08:10 Closed	10:10 13:00	0	1	0	Outside the booking hall near the bottom of the stairs	Both platforms accessed via BH and up very steep stairs
Bitterne SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	1	0	Located on platform 2 from the entrance	
Bodmin Parkway FGW	Ticket Office 076 2327	Mon-Fri Saturday Sunday	06:10 06:30 10:35	20:00 20:00 19:40	0	1	0	On platform 2	
Bookham SWT	Ticket Office 00 67581 Platform 00 67581	Mon-Fri Saturday Sunday	06:40 09:00 Unstaffed	12:00 12:00	0	1	0	On the station forecourt, near entrance to ticket office	TO on DS, Access to US via footbridge for CP. Public footpath going across Great Bookham Common to US. No ticket issuing facilities on US
Botley SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	1	0	Located at the top of the stairs leading down to the station	

Key: BH - Booking Hall C&C - Cash & Card CO - Card Only CP - Car Park DS - Down Side SF - Station Forecourt TO - Ticket Office US - Up Side

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Bournemouth SWT	Ticket Office 075 8433 (US) 075 8401 (DS) Platform 075 8435	Mon-Fri Saturday Sunday	05:40 05:40 06:40	20:40 20:40 20:40	0	4	1	Outside both station entrances and in the main booking hall on US.	TO on US and DS, Buses on DS. Footbridge or subway to cross platforms
Boxhill & Westhumble Southern	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		1	0	0	US platform	Pay phone
Bracknell SWT	Ticket Office 00 67431 Platform 00 67413 Gate 00 67448	Mon-Fri Saturday Sunday	05:55 05:55 08:10	19:35 19:40 17:40	0	2	1	One in the BH, two outside the entrance of the BH	TO on US, bus station opposite
Bradford-on-Avon FGW	Ticket Office 074 5167	Mon-Fri Saturday Sunday	06:20 06:20 closed	13:40 13:10	0	1	0	On side entrance to platform, on car park side of station	
Branksome SWT	Ticket Office 075 8406 Platform 075 8406	Mon-Fri Saturday Sunday	06:05 08:00 Closed	10:00 11:00	0	1	0	At the station entrance, by the ticket office	

Section 5 (Bo - Br)

Section 5 (Br - Br)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
			Open	Close		C&C	CO		
Brentford SWT	Ticket Office 00 69898 Platform 00 69898	Mon-Fri Saturday Sunday	06:30 Closed Closed	10:30	0	2	0	Entrance to each platform	TO on DS platform 2
Brighton Southern	Ticket Office 00 68076	Mon-Fri Saturday Sunday	03:45 03:45 03:45	01:45 01:45 01:45	0	4	4	8 fast machines on station concourse	Town and seafront short walk from station
Bristol Temple Meads FGW	Ticket Office 074 2473	Mon-Fri Saturday Sunday	05:30 05:30 06:45	21:30 21:30 21:30	0	4	0	In ticket hall	
Brockenhurst SWT	Ticket Office 075 8706 Platform 075 8705	Mon-Fri Saturday Sunday	05:55 06:30 08:35	19:30 19:30 18:30	0	2	1	2 upside by entrance to the booking hall, 1 on the downside entrance	TO on US. Access by footbridge to all platforms
Brookwood SWT	Ticket Office 00 69345 Platform 00 69220	Mon-Fri Saturday Sunday	06:30 08:10 08:10	20:15 15:00 15:40	0	1	1	Inside the booking hall	CP, main entrance and TO on US. DS entrance via cemetery during cemetery opening hours. Stairs to platforms 1 and 2

Ticket Office and Operator	Phone Numbers	Ticket Office Hours		Peris	TVM		TVM Location(s)	Features
		Open	Close		C&C	CO		
Bursledon SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed	0	1	0	Located at the entrance onto the platform	
Byfleet & New Haw SWT	Ticket Office 00 69235	Mon-Fri Saturday Sunday	06:40 13:00 09:00 13:00 Closed	0	1	0	In the booking hall	Booking hall on US, stairs to platforms
Camberley SWT	Ticket Office 00 67435 Platform 00 67425	Mon-Fri Saturday Sunday	06:10 19:50 06:10 19:05 07:40 15:10	0	1	0	On the station forecourt, by entrance to booking hall Platform 1 side	
Chandler's Ford SWT	Ticket Office 075 8607 Platform 075 8607	Mon-Fri Saturday Sunday	06:10 12:30 07:10 13:30 Closed	0	1	0	On the platform	One platform serving both directions
Chertsey SWT	Ticket Office 00 69941	Mon-Fri Saturday Sunday	06:30 12:00 10:00 13:00 Closed	0	1	0	On the station forecourt, by entrance to the booking hall	

Section 5 (Bu - Ch)

Section 5 (Ch - Ch)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
			Open	Close		C&C	CO		
Chessington North SWT	Ticket Office 00 62408 Platform 00 62408	Mon-Fri Saturday Sunday	06:40 08:00 Closed	12:00 12:30 Closed	0	1	0	In the booking hall near the ticket office	BH on DS
Chessington South SWT	Ticket Office 00 62796 Platform 00 62796	Mon-Fri Saturday Sunday	06:30 Closed Closed	10:00 Closed Closed	0	1	0	In the old booking hall	TO on US, platform supervisors on DS, disabled toilets on US, pay phone & cash machine
Chichester Southern	Ticket Office 096 8359	Mon-Fri Saturday Sunday	05:10 05:10 06:40	22:45 22:45 21:45	0	2	0	1 booking hall, 1 on platform 2	TO on US, platform supervisors on DS, disabled toilets on US
Chiswick SWT	Ticket Office 00 69781 Platform 00 69781	Mon-Fri Saturday Sunday	06:15 Closed Closed	10:15 Closed Closed	0	1	1	On platform by entrance to ticket office	TO on US, exit on US
Christchurch SWT	Ticket Office 075 8417 Platform 075 8417	Mon-Fri Saturday Sunday	06:00 07:00 08:45	17:30 14:00 12:45	0	1	0	On forecourt outside entrance to ticket office	

Key: BH - Booking Hall C&C - Cash & Card CO - Card Only CP - Car Park DS - Down Side SF - Station Forecourt TO - Ticket Office US - Up Side

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Clandon SWT	Ticket Office 00 67501 Platform 00 67501	Mon-Fri Saturday Sunday	06:25 08:00 Closed	11:00 12:00	0	1	0	Near the entrance next to the TO	TO on DS, both platform linked by a footbridge
Clapham Jct (St.Johns) SWT	Ticket Office 00 25180 Platform 00 25180 / 25226 Gate 00 67409	Mon-Fri Saturday Sunday	06:15 06:15 07:15	21:30 21:30 21:30	0	9	9	In the booking halls by the Winstanley Road & St Johns ticket offices	Shopping - St Johns Road. Housing - Winstanley Road subway access to exit. Stairs to all platforms
Claygate SWT	Ticket Office 00 62501 Platform 00 62501	Mon-Fri Saturday Sunday	06:20 08:00 Closed	13:00 13:00	0	1	0	On platform 2 by the entrance to the booking hall	CP, Town and TO on DS
Cobham & Stoke D'Abernon SWT	Ticket Office 00 62296 Platform 00 67550	Mon-Fri Saturday Sunday	06:20 08:00 Closed	13:15 14:00	0	1	0	On the forecourt near the ticket office	CP and TO on US, mini cab office on US, Town taxi ride away
Cosham SWT	Ticket Office 075 8929 Platform 075 8929	Mon-Fri Saturday Sunday	06:10 07:00 09:10	19:45 17:00 16:00	0	2	0	Outside the station entrance	TO on DS, both platforms accessible from street or via footbridge. Station is in middle of town centre

Section 5 (Cl - Co)

Section 5 (Cr - De)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
			Open	Close		C&C	CO		
Crewkerne SWT	Ticket Office 076 6471 Platform 076 6471	Mon-Fri Saturday Sunday	05:50 06:05 09:00	18:00 17:25 17:20	0	1	0	On the forecourt by the entrance to the booking hall	One platform station serving both directions
Datchet SWT	Ticket Office 00 69936 Platform 00 69936	Mon-Fri Saturday Sunday	06:00 08:00 - Closed	12:00 13:00	0	1	0	On the platform near the entrance to the booking hall platform 1 side	
Dawlish FGW	Ticket Office 076 6318	Mon-Fri Saturday Sunday	07:05 07:00 Closed	19:00 14:00	0	1	0		
Dawlish Warren FGW	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	0	0		Excluded from Penalty Fares scheme
Dean FGW	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	0	0		Excluded from Penalty Fares scheme

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Dorchester South SWT	Ticket Office 075 3585 Platform 075 3550	Mon-Fri Saturday Sunday	05:50 06:45 08:45	18:15 17:00 16:00	0	2	0	One outside the station and one by the entrance to the booking hall	Exit to town and TO US
Dorking Southern	Ticket Office 00 64603	Mon-Fri Saturday Sunday	06:10 06:40 09:10	20:10 19:50 16:45	0	1	1	Outside booking hall	BO in BH on US, toilet on US, public pay phone, cash machine
Earley SWT	Ticket Office 078 2538 Platform 078 2538	Mon-Fri Saturday Sunday	06:05 08:00 10:00	13:25 16:00 16:00	0	1	0	End of booking office building, adjacent to footbridge	
Earlsfield SWT	Ticket Office 00 62647 / 07825 259196 Platform 00 62863	Mon-Fri Saturday Sunday	06:30 07:30 08:00	20:00 20:00 15:30	0	4	0	Two outside the station and two in the station entrance adjacent to the TO	Town and TO is on the DS. Access to DS platform is straight up steep staircase from TO
Eastleigh SWT	Ticket Office 075 8813 Platform 075 8806	Mon-Fri Saturday Sunday	06:00 06:00 07:00	19:30 19:30 18:30	0	2	0	In the booking hall near the ticket office	US - Town and TO, access island platform by footbridge and lift

Section 5 (Do - Ea)

Section 5 (Ef - Ew)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Effingham Junction SWT	Ticket Office 00 67548	Mon-Fri Saturday Sunday	06:30 09:00 Closed	12:00 13:00 Closed	0	1	0	Outside TO towards car park	CP and TO on DS next to footbridge
Egham SWT	Ticket Office 00 69902 Platform 00 69945	Mon-Fri Saturday Sunday	06:15 06:15 08:10	19:55 19:55 19:40	0	2	2	Three on the station forecourt one near the footbridge and one near the TO	Town and TO upside, level crossing
Epsom Southern	Ticket Office 00 64363	Mon-Fri Saturday Sunday	05:50 06:40 07:10	20:35 20:35 18:45	1	1	1	Opposite TO	TO in BH, toilets located on each platform
Esher SWT	Ticket Office 00 62476 Platform 07917 782595	Mon-Fri Saturday Sunday	06:50 08:00 09:00	18:00 14:00 13:00	0	1	0	Station forecourt near the booking hall	CP and TO on DS, outside TO there is a taxi rank and mini cab office
Ewell West SWT	Ticket Office 00 62415 Platform 00 62415	Mon-Fri Saturday Sunday	06:30 08:00 09:00	13:00 14:20 14:00	0	1	1	On both platforms	CP and TO on downside

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Exeter Central FGW	Ticket Office 076 6220	Mon-Fri Saturday Sunday	07:50 07:50 Closed	18:15 18:15	0	1	0	In main entrance walkway	
Exeter St Davids FGW	Ticket Office 076 6222	Mon-Fri Saturday Sunday	05:45 06:15 07:30	20:40 20:00 20:40	0	3	0	In ticket hall	
Exeter St Thomas FGW	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	0	0		Excluded from Penalty Fares scheme
Fareham SWT	Ticket Office 075 8119 Platform 075 8120	Mon-Fri Saturday Sunday	05:40 06:10 08:00	19:55 19:55 19:00	0	2	1	In the forecourt by the entrance to the booking hall	TO on US, short walk to town, footbridge links to other platforms. 1 + 2 serve US, platform 3 for DS
Farnborough SWT	Ticket Office 00 69224 Platform 00 69375	Mon-Fri Saturday Sunday	06:00 06:00 07:40	20:40 20:40 21:10	0	2	2	In the forecourt by entrance to ticket office	TO on DS, taxi rank next to CP on DS, town short walk from DS exit

Section 5 (Ex - Fa)

Section 5 (Fa - Fl)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Farncombe SWT	Ticket Office 00 67536	Mon-Fri Saturday Sunday	06:15 07:30 08:45	18:00 16:00 16:05	0	2	0	One in booking hall, one outside	TO on US. Access to both platforms is via side gate next to level crossing. Town few minutes walk from US
Farnham SWT	Ticket Office 00 67653 Platform 00 67652	Mon-Fri Saturday Sunday	06:10 06:10 08:10	20:00 17:40 18:10	0	1	1	One in station forecourt and one in booking hall	TO on US
Feltham SWT	Ticket Office 00 69746 Platform 00 69726 Gate 00 69758 and 00 69834	Mon-Fri Saturday Sunday	05:55 06:25 07:10	21:40 21:40 21:40	0	3	2	Booking hall - platform 1 outside entrance - platform 2	
Feniton SWT	Ticket Office 076 6472 Platform 076 6472	Mon-Fri Saturday Sunday	07:30 Closed Closed	11:30	0	1	0	At the entrance to the station in front of TO	One platform station serving both directions
Fleet SWT	Ticket Office 075 0076 Platform 07734 569201	Mon-Fri Saturday Sunday	06:25 07:00 08:00	19:00 18:00 17:00	0	2	1	In the forecourt by the entrance to the booking hall	CP on both sides. Access to US either through gate from SF or footbridge from DS. No ticket issuing facilities on US. TO, taxi rank on DS

Key: BH - Booking Hall C&C - Cash & Card CO - Card Only CP - Car Park DS - Down Side SF - Station Forecourt TO - Ticket Office US - Up Side

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Fratton SWT	Ticket Office 075 8900 Platform 075 8941	Mon-Fri Saturday Sunday	05:55 05:55 09:10	19:40 19:40 18:40	0	2	2	Outside the main station entrance and in the BH	TO on the US. Level access to US, access to DS platforms via footbridge, Fratton Park a few minutes walk
Frimley SWT	Ticket Office 00 67442 Platform 00 67442	Mon-Fri Saturday Sunday	06:30 09:00 Closed	10:30 13:00 Closed	0	1	0	In the BH area at station entrance	
Fulwell SWT	Ticket Office 00 67052 Platform 00 67052	Mon-Fri Saturday Sunday	06:40 09:00 Closed	11:00 14:00 Closed	0	1	0	On the forecourt outside the TO	
Gillingham SWT	Ticket Office 075 5186 Platform 075 5186	Mon-Fri Saturday Sunday	06:00 07:00 09:30	18:00 18:00 17:00	0	1	0	Outside the station entrance to the BH	
Godalming SWT	Ticket Office 00 67541 Platform 00 67538	Mon-Fri Saturday Sunday	06:30 06:30 09:25	20:20 20:20 16:55	0	1	1	On the forecourt by the entrance to the BH	TO on DS, main entrance on DS with a small entrance on US. Both platforms joined by subway

Section 5 (Fr - Go)

Section 5 (Gr - Ha)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours		Pertis	TVM		TVM Location(s)	Features
		Open	Close		C&C	CO		
Grateley SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed	0	1	0	On the down platform (2) next to the shelter	Cycle lockers on DS Car park on US and DS
Guildford SWT	Ticket Office (upside) 00 67568 (downside) 00 67567 Platform 00 67523 Gate 00 67525/67521/ 67505/67523/ 67571	Mon-Fri Saturday Sunday	06:10 22:00 06:10 22:00 06:20 22:00	0	4	6	In both booking halls	CP on both sides main TO on DS with small TO on US. All platforms are linked by a subway and an overbridge, there is a pass through system in place for pedestrians using overbridge to go from housing estate to town
Hamble SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed	0	1	0	Located at the base of the footbridge on platform 2	
Hampton SWT	Ticket Office 00 67062 Platform 00 67062	Mon-Fri Saturday Sunday	06:40 18:00 07:40 18:00 09:00 15:00	0	1	1	On platform 1 near the entrance to the BH	
Hampton Court SWT	Ticket Office 00 62464 Platform 00 62448	Mon-Fri Saturday Sunday	06:30 18:30 08:00 19:00 09:00 17:40	0	1	1	1 by the entrance to the platforms, 1 station forecourt	Terminus station TO at front, CP on US, Mini cab office in CP, bus terminus at front of station. Palace across river from station

Key: BH - Booking Hall C&C - Cash & Card CO - Card Only CP - Car Park DS - Down Side SF - Station Forecourt TO - Ticket Office US - Up Side

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Hampton Wick SWT	Ticket Office 00 67018 Platform 00 67018	Mon-Fri Saturday Sunday	06:40 08:00 Closed	12:35 13:40	0	1	0	On the forecourt by the entrance to the booking hall	
Hamworthy SWT	Ticket Office 075 3352 Platform 075 3352	Mon-Fri Saturday Sunday	06:30 06:40 Closed	10:15 10:15	0	1	0	On platform 1	TO on US
Haslemere SWT	Ticket Office 00 67662 Platform 00 67549	Mon-Fri Saturday Sunday	06:25 07:00 08:00	20:00 19:00 19:00	0	2	2	One in the BH, and three on the forecourt by the entrance to BH	TO and CP on DS, other platforms accessed via footbridge
Havant SWT	Ticket Office 075 8940 Platform 075 8923	Mon-Fri Saturday Sunday	05:40 05:40 07:10	19:55 19:55 20:40	0	2	2	3 in SF and 1 by entrance to platform 1	DS - barrier and main TO, US has a peak hour TO, platforms are linked by an overbridge, US can also be reached by a ramp from pedestrian bridge
Hedge End SWT	Ticket Office 075 8895 Platform 075 8895	Mon-Fri Saturday Sunday	06:15 08:00 Closed	12:30 12:00	0	1	0	On the forecourt by the entrance to the BH	TO, US footbridge

Section 5 (Ha - He)

Section 5 (He - Ho)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Pertis	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Hersham SWT	Ticket Office 00 62493	Mon-Fri Saturday Sunday	06:50 06:50 08:10	12:00 13:40 15:40	0	2	0	Bottom of steps to platform 1 opposite TO. 1 on DS - right of station entrance	TO on US
Hilsea SWT	Ticket Office 075 8915 Platform 075 8915	Mon-Fri Saturday Sunday	Closed Closed Closed		0	1	0	At front of station on the DS	Entrance both sides. Linked via footbridge
Hinchley Wood SWT	Ticket Office 00 62837 Platform 00 62837	Mon-Fri Saturday Sunday	06:30 10:00 Closed	11:00 13:00 Closed	0	1	0	On platform near the ticket office	TO on island platform, station accessed from village via footbridge from DS
Hinton Admiral SWT	Ticket Office 075 8418 Platform 075 8418	Mon-Fri Saturday Sunday	06:35 Closed Closed	11:00 Closed Closed	0	1	0	located on the upside platform by booking office	TO on US. Footbridge.
Holton Heath SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		1	0	0		Pertis located at the entrance to platform 1

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Honiton SWT	Ticket Office 076 6285 Platform 076 6285	Mon-Fri Saturday Sunday	06:05 07:00 09:30	17:30 17:30 13:50	0	1	0	Outside in front of TO to the right	
Hook SWT	Ticket Office 075 0008	Mon-Fri Saturday Sunday	06:10 08:00 Closed	13:00 12:00	0	2	0	On the SF by the entrance to the TO	TO on US, access to station is via a gate from the street onto US. DS via footbridge from US or from Tesco's car park
Horsley SWT	Ticket Office 00 67514	Mon-Fri Saturday Sunday	06:35 08:00 Closed	13:00 13:00	0	1	0	On the forecourt by the entrance to the BH	CP and TO on DS. Access to station is through TO or through side gate. US accessed via footbridge from DS platform country end
Hounslow SWT	Ticket Office 00 69760 Platform 00 69760	Mon-Fri Saturday Sunday	06:25 07:40 Closed	13:10 14:30	0	2	0	Next to the gate at the entrance to the platform and outside the ticket office	TO just off platform 1. 281 bus stop next door on Whitton Road
Hove Southern	Ticket Office 00 68061	Mon-Fri Saturday Sunday	05:50 05:50 07:10	21:00 21:00 21:45	0	2	0	1 in ticket hall, 1 in station entrance	Lift, Ramp to TO on platform 3, pay phone

Section 5 (Ho - Ho)

Section 5 (Is - Ke)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours		Perts	TVM		TVM Location(s)	Features
		Open	Close		C&C	CO		
Isleworth SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed	0	2	0	On the forecourt by the entrance to the platforms	
Ivybridge FGW	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed	0	0	0		Excluded from Penalty Fares scheme
Kempton Park SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed	0	1	0	At the bottom of the stairs by the entrance on platform 1.	Now has regular services throughout day.
Kew Bridge SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed	0	2	0	Entrance to both platforms	
Keynsham FGW	Ticket Office: 074 5149 and 074 5169	Mon-Fri Saturday Sunday	06:45 09:30 Closed Closed	0	0	0		

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Kingston SWT	Ticket Office 00 67008 Platform 00 67084 Gate 00 62290	Mon-Fri Saturday Sunday	06:40 06:40 08:30	20:30 20:30 18:00	0	4	3	6 in the BH, 1 outside station entrance	TO and shop units in subway
Leatherhead Southern	Ticket Office 00 62293	Mon-Fri Saturday Sunday	06:10 06:30 08:10	19:58 19:55 15:45	0	2	0	One on platform 1 and one on platform 2 - both Quickfare	CP, pay phone, taxi rank, bicycle rack
Liphook SWT	Ticket Office 00 67212 Platform 00 67212	Mon-Fri Saturday Sunday	06:20 07:45 10:00	17:35 14:00 13:00	0	1	0	Outside the main station entrance by the TO	TO on US, toilets on US
Liskeard FGW	Ticket Office 076 2347	Mon-Fri Saturday Sunday	06:15 06:15 11:00	18:45 18:45 18:30	0	1	0	Front of station	
Liss SWT	Ticket Office 00 67206 Platform 00 67206	Mon-Fri Saturday Sunday	06:20 08:00 Closed	12:00 12:00	0	1	0	Outside the main station entrance by the TO	TO on DS, access to station is either through BH, or through gate from CP on DS, US is via footbridge

Section 5 (Ki - Li)

Section 5 (Lo - Ly)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Pertis	TVM		TVM Location(s)	Features
			Open	Close		C&C	CO		
London Road (Guildford) SWT	Ticket Office 00 67522 Platform 00 67522	Mon-Fri Saturday Sunday	06:30 09:00 Closed	13:00 14:00	0	1	0	On platform 2, near the TO	CP and TO on DS. Access to station through gate from CP on DS, US is via a footbridge
London Waterloo SWT	Ticket Office 00 24562	Mon-Fri Saturday Sunday	24 Hours 24 Hours 24 Hours		0	15	17	On station concourse	Full range of facilities
Longcross SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		1	0	0		Pertis located on the platform adjacent to the entrance
Lostwithiel FGW	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	0	0		Excluded from Penalty Fares scheme
Lymington Pier SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	1	0	On platform	Station for ferries.

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Lymington Town SWT	Ticket Office 075 8710 Platform 075 8710	Mon-Fri Saturday Sunday	06:00 09:00 10:00	13:15 14:00 13:00	0	1	0	Outside front door, near entrance to the station	Station for town
Malden Manor SWT	Ticket Office 00 62503 Platform 00 62503	Mon-Fri Saturday Sunday	06:30 09:00 Closed	11:00 13:00	0	1	0	In the BH	Access to station through BH on US. US accessed up stairs from BH, DS access is through the subway and up the stairs
Martins Heron SWT	Ticket Office 00 67400 Platform 00 67400	Mon-Fri Saturday Sunday	05:55 07:25 09:00	13:10 16:55 14:00	0	2	0	Under the shelter on the forecourt	Level access
Menheniot FGW	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	0	0		Excluded from Penalty Fares scheme
Micheldever SWT	Ticket Office 075 7508 Platform 075 7508	Mon-Fri Saturday Sunday	06:20 Closed Closed	09:05	0	1	0	Located to the side of the ticket office	Island platform

Section 5 (Ly - Mi)

Section 5 (Mi - Mo)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Milford SWT	Ticket Office 00 67546	Mon-Fri Saturday Sunday	06:30 Closed Closed	11:30	0	1	0	On platform 1	TO on US, DS reached via footbridge
Millbrook SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		1	0	0	located at the foot of the stairs onto the platforms	
Moreton SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	1	0	Located at the entrance to platform 1	Level crossing
Mortlake SWT	Ticket Office 00 67023 Platform 00 67023	Mon-Fri Saturday Sunday	06:25 08:30 09:30	19:50 19:00 16:00	0	2	1	2 on entrance of platform 2 and one on platform 1	
Motspur Park SWT	Ticket Office 00 62806	Mon-Fri Saturday Sunday	06:30 08:00 09:00	13:00 13:00 14:00	0	1	1	At the foot of the overbridge by the platform entrance	Station accessed from a pedestrian footbridge which has a link to island platform with TO at foot of stairs on platform

Ticket Office and Operator	Phone Numbers	Ticket Office Hours		Peris	TVM		TVM Location(s)	Features
		Open	Close		C&C	CO		
Mottisfont & Dunbridge FGW	Unstaffed Station		Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed	0	0	0	Excluded from Penalty Fares scheme
Netley SWT	Ticket Office 075 8113 Platform 075 8113		Mon-Fri Saturday Sunday	06:10 10:10 09:00 12:00 Closed	0	1	0	At front of station SF TO on US footbridge.
New Malden SWT	Ticket Office 00 62393 Platform 00 62395		Mon-Fri Saturday Sunday	06:30 19:50 07:00 20:00 09:00 17:40	0	3	3	5 at the front entrance and 1 at the back entrance TO and town on DS, all platforms are accessed from the subway next to TO and up the stairs
New Milton SWT	Ticket Office 075 8712 Platform 075 8712		Mon-Fri Saturday Sunday	06:10 18:30 07:15 16:00 08:00 16:00	0	2	0	At entrance on platform 1 & 2 Local shops, TO on US
Newton Abbot FGW	Ticket Office 076 6786		Mon-Fri Saturday Sunday	05:50 19:10 06:10 17:50 09:45 19:45	0	1	0	Main entrance

Section 5 (Mo - Ne)

Section 5 (No - Ox)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
			Open	Close		C&C	CO		
Norbiton SWT	Ticket Office 00 67094 Platform 00 67094	Mon-Fri Saturday Sunday	06:40 07:10 09:10	20:25 20:25 16:40	0	2	2	On the station forecourt	Richmond park nearby
North Sheen SWT	Ticket Office 00 67061 Platform 00 67601	Mon-Fri Saturday Sunday	06:45 Closed Closed	10:30	0	1	0	On the station forecourt	Closed bank holidays
Oldfield Park FGW	Contact via 08457 000125	Mon-Fri Saturday Sunday	06:30 Closed Closed	10:30	0	0	0		
Overton SWT	Ticket Office 075 0038 Platform 075 0038	Mon-Fri Saturday Sunday	07:00 Closed Closed	09:20	0	1	0	Platform 2, adjacent to bridge	
Oxshott SWT	Ticket Office 00 62308 Platform 00 62308	Mon-Fri Saturday Sunday	06:10 08:00 Closed	13:05 14:00	0	1	0	Outside BH	TO, CP, taxi rank on US. Station access is via BH. DS can be accessed either via footbridge from US or level access footpath from Oxshott village. No ticket issuing facilities on DS

Key: BH - Booking Hall C&C - Cash & Card CO - Card Only CP - Car Park DS - Down Side SF - Station Forecourt TO - Ticket Office US - Up Side

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Paignton FGW	Ticket Office 076 6735	Mon-Fri Saturday Sunday	06:55 06:55 10:10	19:00 16:55 17:10	0	1	0	To right of station entrance	
Par FGW	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	0	0		
Parkstone SWT	Ticket Office 075 8432 Platform 075 8432	Mon-Fri Saturday Sunday	06:35 Closed Closed	10:00	0	1	0	On platform 1 outside waiting room	TO on US footbridge
Petersfield SWT	Ticket Office 00 67204 Platform 00 67290	Mon-Fri Saturday Sunday	06:10 06:10 08:00	20:00 20:00 18:00	0	1	2	By waiting room on upside and outside the booking hall on the downside	TO on US, platforms are linked by both a footbridge and a subway, access to station is through ticket hall, except disabled passengers who will be assisted in by staff on ramp by level crossing
Pinhoe SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	1	0	On platform 1	

Section 5 (Pa - Pi)

Section 5 (PI - Po)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
			Open	Close		C&C	CO		
Plymouth FGW	Ticket Office 076 2390	Mon-Fri Saturday Sunday	05:20 05:20 08:00	20:30 19:00 20:30	0	1	0	In ticket hall	
Pokesdown SWT	Ticket Office 075 8413 Platform 075 8413	Mon-Fri Saturday Sunday	05:50 06:30 08:00	20:15 13:40 15:00	0	1	0	Outside station entrance to the TO	TO upstairs access to platforms via stairs
Poole SWT	Ticket Office 075 8425 Platform 075 8415	Mon-Fri Saturday Sunday	05:55 07:00 09:00	19:00 18:00 19:00	0	2	1	At entrance to platform 1 and in the BH	Exit to town both side TO and US
Portchester SWT	Ticket Office 075 8121 Platform 075 8121	Mon-Fri Saturday Sunday	06:00 08:00 Closed	10:20 14:00	0	1	0	On platform 1	Access to US is via stairs from street level, footbridge to other platforms, there is also a slope to street level from DS
Portsmouth & Southsea SWT	Ticket Office 075 8909 Platform 075 8920 Gate 075 8951 / 075 6364	Mon-Fri Saturday Sunday	05:40 05:40 06:40	20:30 20:30 20:40	0	1	1	On the station concourse by ticket barriers	Access to station through BH, access to platform 3 & 4 lower level through barriers turn left, platform 1 & 2 upper level are accessed through barriers and either up stairs or by lifts

Key: BH - Booking Hall C&C - Cash & Card CO - Card Only CP - Car Park DS - Down Side SF - Station Forecourt TO - Ticket Office US - Up Side

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
			Open	Close		C&C	CO		
Portsmouth Harbour SWT	Ticket Office 075 8938 Platform 075 8915	Mon-Fri Saturday Sunday	05:50 06:30 08:00	19:00 19:00 19:00	0	1	1	Card only by ticket office, cash and card on main concourse	Access to station from street is through BH, access from Isle of Wight fast cat ferry service is up ramp, no ticket facilities between fast cat ferry and platforms
Putney SWT	Ticket Office 00 29937 Platform 00 29937 Gate 00 62150	Mon-Fri Saturday Sunday	06:25 06:25 07:10	20:10 20:10 20:10	0	4	0	3 at the entrance to station. 1 next to the barrier in BH	TO fronts high street
Queenstown Road SWT		Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	1	2	Downstairs at entrance	Has no ticket office. Battersea Dogs Home 1/3 mile
Raynes Park SWT	Ticket Office 00 62615 Platform 00 62389	Mon-Fri Saturday Sunday	06:20 07:00 09:00	20:00 20:00 18:30	0	3	4	2 on DS at station entrance. 5 to the right after TO	TO & main entrance on US and town. Platforms are linked by both an overbridge and a subway, there is also an entrance on the DS
Reading FGW	Ticket Office 078 2786	Mon-Fri Saturday Sunday	05:15 05:30 07:15	22:45 22:45 22:45	1	12	5	14 on station concourse and 3 multi-storey car park on overbridge	Majority of station facilities are located on the station concourse. There are also buffet facilities and toilet on platform 4, 5 and 8

Section 5 (Po - Re)

Section 5 (Re - Sa)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours		Pertis	TVM		TVM Location(s)	Features
		Open	Close		C&C	CO		
Redbridge (Hants) SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed	1	0	0	Located at the entrance to the platform. One entrance only	Main exit on Portsmouth bound platform. Pertis - platform 1
Richmond SWT	Ticket Office 00 67064 Platform 00 67049 Gate 00 67033 / 00 67056	Mon-Fri Saturday Sunday	06:15 21:45 06:15 21:45 07:15 21:30	0	6	8	In the BH and on the lower station concourse	TO fronts high street, concourse downstairs
Romsey FGW	Ticket Office 075 8843	Mon-Fri Saturday Sunday	06:50 13:30 06:50 13:30 Closed	0	1	0	On platform 2 (DS)	TO, toilets, waiting room and payphone on DS. Excluded from Penalty Fares scheme
Rowlands Castle SWT	Ticket Office 075 8922 Platform 075 8922	Mon-Fri Saturday Sunday	06:35 09:15 Closed Closed	0	1	0	On platform 1 under the bridge	TO on US, entrance to station is through gate onto US, DS via a footbridge
Salisbury SWT	Ticket Office 075 5179 Platform 075 8523/6	Mon-Fri Saturday Sunday	05:30 20:00 06:20 19:30 08:10 20:00	0	2	2	In the BH	TO on DS, underpass to platform 2/3. Access to town on DS (platform 4)

Key: BH - Booking Hall C&C - Cash & Card CO - Card Only CP - Car Park DS - Down Side SF - Station Forecourt TO - Ticket Office US - Up Side

Ticket Office and Operator	Phone Numbers	Ticket Office Hours		Peris	TVM		TVM Location(s)	Features
		Open	Close		C&C	CO		
Saltash FGW	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed	0	0	0		Excluded from Penalty Fares scheme
Shawford SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed	0	1	0	Located by the stairs to the platforms	
Shepperton SWT	Ticket Office 00 67057 Platform 00 67057	Mon-Fri Saturday Sunday	06:25 13:00 08:00 13:00 09:00 13:00	0	1	0	On the SF	Free CP, one platform station
Sherborne SWT	Ticket Office 074 7360 Platform 074 7360	Mon-Fri Saturday Sunday	06:45 18:30 08:00 16:40 09:10 16:40	0	1	0	Outside the main entrance to the TO	TO US, footbridge or barrow crossing to DS
Sholing SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed	0	1	0	Located at the bottom of the ramp onto the station	

Section 5 (Sa - Sh)

Section 5 (Sh - St)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Shoreham Southern	Ticket Office 00 68019	Mon-Fri Saturday Sunday	05:40 06:10 06:25	19:55 19:45 19:30	0	2	0	1 on platform 1 and 1 on platform 2	TO on DS, toilets and buffet
Southampton Airport Parkway SWT	Ticket Office 075 8833 Platform 075 7425	Mon-Fri Saturday Sunday	05:45 05:45 07:45	20:00 20:00 20:10	0	2	3	Near to both station entrances and in BH.	TO and BH on upside. Access to/from Airport on DS - short walk
Southampton Central Upside SWT	Ticket Office 07 58036 Platform 07 58107 / 58033 Gate 07 58116 / 52523	Mon-Fri Saturday Sunday	05:40 06:00 06:30	20:45 20:45 20:45	0	4	3	In main entrance and in both BH	DS for West Quay, Ref Funnel and town / St Mary's Stadium. US for Overline House and buses
St Austell FGW	Ticket Office 076 2647	Mon-Fri Saturday Sunday	05:50 06:50 09:45	19:00 19:00 16:45	0	0	0		
St Denys SWT	Ticket Office 075 8092 Platform 075 8092	Mon-Fri Saturday Sunday	07:00 06:00 09:00	10:45 13:20 16:30	0	1	0	On platform 2/3 by ticket office	TO on island platform

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
St Margarets SWT	Ticket Office 00 67090 Platform 00 67090	Mon-Fri Saturday Sunday	06:20 08:00 09:10	19:00 14:00 16:00	0	1	1	In the booking hall	
St Germans FGW	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	0	0		Excluded from Penalty Fares scheme
Staines SWT	Ticket Office 00 69924 Platform 00 69904 / 69909	Mon-Fri Saturday Sunday	06:15 06:10 07:10	20:00 19:55 18:40	0	2	2	In the Booking Hall, and at the entrance to platform 2	TO an down US, access to town possible form DS
Starcross FGW	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	0	0		Excluded from Penalty Fares scheme
Stoneleigh SWT	Ticket Office 00 62334 latform 00 62334	Mon-Fri Saturday Sunday	06:10 08:00 08:00	13:00 14:00 14:00	0	1	1	By the TO on the overbridge	Access to station via steep staircase from town, TO at top of staircase, Island platform is accessed by staircase from TO

Section 5 (St - St)

Section 5 (St - Su)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Strawberry Hill SWT	Ticket Office 00 67065 Platform 00 67065	Mon-Fri Saturday Sunday	06:15 08:00 09:00	19:00 17:00 13:00	0	2	0	Platform 1 facing bridge	
Sunbury SWT	Ticket Office 00 67085	Mon-Fri Saturday Sunday	06:40 08:00 Closed	12:20 14:00	0	1	0	Near entrance on SF	
Sunningdale SWT	Ticket Office 00 67438 Platform 00 67438	Mon-Fri Saturday Sunday	06:00 07:00 08:00	18:45 18:00 17:00	0	2	0	On the SF	TO and town US, Waitrose right outside
Sunnymeads SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	1	0	Located at the bottom of the footbridge on the platforms	
Surbiton SWT	Ticket Office 00 62764 Platform 00 62755 / 62828 Gate 00 62729	Mon-Fri Saturday Sunday	06:20 06:20 07:20	21:45 21:30 21:30	0	5	5	4 in the main BH, and 2 on the station overbridge	US - Main TO, town. DS - CP, small TO on overbridge. All platforms accessed by the overbridge or lifts

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Sutton Southern	Ticket Office 00 64332	Mon-Fri Saturday Sunday	06:10 06:30 07:10	21:00 21:00 21:00	0	1	2	Outside main entrance	Wheelchair ramp, lifts, help points, toilets, pay phone and taxi rank
Swanwick SWT	Ticket Office 075 8117 Platform 075 8117	Mon-Fri Saturday Sunday	06:00 07:15 10:00	18:15 15:00 14:30	0	1	0	Near station entrance	TO at entrance to Southampton bound platform
Sway SWT	Ticket Office 075 8174 Platform 075 8174	Mon-Fri Saturday Sunday	06:35 Closed Closed	10:00	0	1	0	Located on the platform 1 next to ticket office	TO on DS.
Swaythling SWT	Ticket Office 075 8846 Platform 075 8846	Mon-Fri Saturday Sunday	06:30 Closed Closed	11:00	0	1	0	On platform 2	TO on DS.
Syon Lane SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	2	0	On both platforms	

Section 5 (Su - Sy)

Section 5 (Te - Ti)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Pertis	TVM		TVM Location(s)	Features
			Open	Close		C&C	CO		
Teddington SWT	Ticket Office 00 67107 Platform 00 67007	Mon-Fri Saturday Sunday	06:40 06:40 08:45	20:25 20:25 18:00	0	2	2	At entrance to platform 1 & 2 at bottom of footbridge	
Teignmouth FGW	Ticket Office 076 6754	Mon-Fri Saturday Sunday	07:10 07:00 Closed	1900 14:00	0	0	0		
Templecombe SWT	Ticket Office 075 8505 Platform 075 8505	Mon-Fri Saturday Sunday	06:00 09:00 Closed	13:00 13:00	0	1	0	On platform in passenger waiting shelter	Footbridge or barrow crossing to station facilities. TO upstairs of building. One platform serves both directions
Thames Ditton SWT	Ticket Office 00 62288 Platform 00 62288	Mon-Fri Saturday Sunday	06:40 08:00 Closed	13:00 13:00	0	1	0	On platform 1	TO on US, both platforms accessed from street via a steep path
Tisbury SWT	Ticket Office 075 8503 Platform 075 8503	Mon-Fri Saturday Sunday	06:00 06:40 Closed	12:05 10:00	0	1	0	Outside the main station entrance	One platform serving both directions

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Tolworth SWT	Ticket Office 00 62283 Platform 00 62283	Mon-Fri Saturday Sunday	06:30 Closed Closed	10:30	0	1	0	By the station entrance	TO on US, access to station is through BH only. For US upstairs from BH. DS access is along subway and the upstairs
Torquay FGW	Ticket Office 076 6760	Mon-Fri Saturday Sunday	07:10 07:00 09:40	17:00 17:00 17:10	0	1	0	At foot of stairs on platform 2	
Torre FGW	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	0	0		Excluded from Penalty Fares scheme
Toines FGW	Ticket Office 076 6757	Mon-Fri Saturday Sunday	07:25 07:25 10:50	16:10 15:45 18:25	0	1	0	On ticket office side platform, to left of ladies toilets	Excluded from Penalty Fares scheme
Totton SWT	Ticket Office 075 8170 Platform 075 8170	Mon-Fri Saturday Sunday	05:40 Closed Closed	10:00	0	1	0	On platform 1 (Upside)	TO on US, footbridge to DS

Section 5 (To - To)

Section 5 (Tr - Va)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Trowbridge FGW	Ticket Office 074 7257	Mon-Fri Saturday Sunday	06:40 06:40 09:20	18:30 14:50 17:40	0	1	0	Ticket hall on Bath bound platform & platform entrance on Westbury bound platform	
Twickenham SWT	Ticket Office 00 67086 Platform 00 67046 Gate 00 67029 / 67079	Mon-Fri Saturday Sunday	06:40 06:40 07:40	20:20 20:20 19:10	0	3	3	4 in the BH and 2 outside the front of the station	
Upper Halliford SWT	Ticket Office 00 67071 Platform 00 67071	Mon-Fri Saturday Sunday	06:10 Closed Closed	10:00	0	1	0	On the SF	
Upwey SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	1	0	Located platform 1, at the entrance	
Vauxhall SWT	Ticket Office 00 22343 Platform 00 23434 Gate 00 23117	Mon-Fri Saturday Sunday	07:00 07:00 08:00	20:30 20:00 21:00	0	3	2	Main entrance and at the Oval entrance	TO in subway near Underground

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Virginia Water SWT	Ticket Office 00 69903 Platform 00 69903	Mon-Fri Saturday Sunday	06:10 08:00 09:00	18:00 17:00 15:00	0	2	0	In the booking hall	Golf course next door, TO in hallway.
Walton-on-Thames SWT	Ticket Office 00 62717 Platform 00 62406	Mon-Fri Saturday Sunday	06:10 06:10 08:10	20:40 20:40 19:40	0	3	2	2 in the BH and 1 outside the station entrance and 2 on downside	CP on both sides, local authority, Heathrow bus link on US, TO on US. Access to station on US is via BH. DS accessed via a pedestrian tunnel to Mayfield Road.
Wanborough SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	1	0	Located at the entrance to the station	
Wandsworth Town SWT	Ticket Office 00 25390 Platform 00 25390	Mon-Fri Saturday Sunday	06:40 Closed Closed	11:00	0	2	1	By the station entrance in subway	TO on platform 2/3
Wareham SWT	Ticket Office 075 8427 Platform 075 8427	Mon-Fri Saturday Sunday	06:10 07:15 10:00	18:30 13:50 14:00	0	1	0	On platform 2, near entrance to TO	TO on DS

Section 5 (Vi - Wa)

Section 5 (Wa - We)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Warminster FGW	Ticket Office 074 7253	Mon-Fri Saturday Sunday	07:00 07:00 Closed	18:00 13:30	0	2	0	On Westbury bound platform and Salisbury bound platform	Excluded from Penalty Fares scheme
West Byfleet SWT	Ticket Office 00 69331 Platform 00 69330 / 07917 782594	Mon-Fri Saturday Sunday	06:30 06:30 09:10	20:00 20:00 16:40	0	2	0	Outside TO and on Platform 3	Small CP on DS, TO on US, pedestrian subway links town to station entrance and local school. DS platforms are accessed from this subway as well as by footbridge from US. No ticket facilities on DS
West Croydon Southern	Ticket Office 00 65614 Platform 00 69254	Mon-Fri Saturday Sunday	06:25 05:25 08:10	20:15 20:15 17:45	1	1	2	Outside main entrance 2 x card only, 1 C & C	TO in BH off London Road. Pay phone, Minicab and waiting room
Westbury FGW	Ticket Office 074 7256	Mon-Fri Saturday Sunday	06:55 07:40 11:35	15:40 13:40 18:25	0	1	0	In ticket hall	

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Weybridge SWT	Ticket Office 00 69284 Platform 07920 857099 Gate 00 69344	Mon-Fri Saturday Sunday	06:40 07:10 09:00	19:00 19:00 18:00	0	2	2	Left of station entrance, opposite taxi rank	CP on both sides, TO on US, all platforms accessed via overbridge, station entrance is on US, during peak hours there is also an entrance on the DS which is marked for ticket holders only
Weymouth SWT	Ticket Office 075 8353 Platform 075 8359	Mon-Fri Saturday Sunday	05:45 06:10 08:40	18:05 18:05 18:00	0	1	1	By entrance to platform and TO	
Whimble SWT	Unstaffed Station	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	1	0	On platform in passenger waiting shelter	One platform serving both directions
Whitchurch SWT	Ticket Office 075 0098 Platform 075 0098	Mon-Fri Saturday Sunday	06:00 06:00 Closed	11:15 10:25	0	1	0	Outside to left of station entrance	
Whitton SWT	Ticket Office 00 67007 Platform 00 67077	Mon-Fri Saturday Sunday	06:00 06:40 09:00	19:45 20:00 16:00	0	2	1	in the BH	

Section 5 (We - Wh)

Section 5 (Wi - Wi)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Wimbledon SWT	Ticket Office 00 62616 Platform 00 62618	Mon-Fri Saturday Sunday	06:15 06:15 07:15	22:00 22:00 21:30	0	9	9	In the main BH and outside main BH, and 4 at Centre Court end	Two entrances, main one is at the Underground end and a smaller entrance by the Centre Court shopping centre. TO opposite entrance to platform 8. All platforms accessed from overbridge via either stairs or lifts
Winchester SWT	Ticket Office 075 8847 Platform 075 7484 / 075 8845	Mon-Fri Saturday Sunday	06:00 06:00 07:00	20:30 19:30 20:30	0	3	3	3 in each BH Upside and downside	Exit to town and main TO on DS
Winchfield SWT	Ticket Office 075 0012	Mon-Fri Saturday Sunday	06:10 08:00 Closed	12:00 12:00	0	1	0	On the SF	CP on US, TO on US, access to US is through BH, DS platform is accessed by a footbridge
Windsor & Eton Riverside SWT	Ticket Office 00 69907 Platform 00 69927	Mon-Fri Saturday Sunday	06:40 06:40 08:50	20:20 20:20 18:20	0	2	1	On the station concourse	Legoland and Windsor Castle. Facilities located on concourse
Winnersh SWT	Ticket Office 00 67428 Platform 00 67428	Mon-Fri Saturday Sunday	06:00 07:00 Closed	11:30 12:30	0	1	0	By the TO on the overbridge	

Key: BH - Booking Hall C&C - Cash & Card CO - Card Only CP - Car Park DS - Down Side SF - Station Forecourt TO - Ticket Office US - Up Side

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Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Peris	TVM		TVM Location(s)	Features
		Open	Close			C&C	CO		
Winnersh Triangle SWT	Ticket Office 078 2561 Platform 078 2561	Mon-Fri Saturday Sunday	06:00 08:00 Closed	11:00 13:00 Closed	0	1	0	At the entrance to the station	
Witley SWT	Ticket Office 00 67644	Mon-Fri Saturday Sunday	06:55 Closed Closed	11:00 Closed Closed	0	1	0	On the SF	TO on DS, access to DS through gate, access to US is either via footbridge linking platforms or via gateway from public footpath going past station
Woking SWT	Ticket Office (US) 00 69279 (DS) 00 69288 Platform 00 69276	Mon-Fri Saturday Sunday	06:00 06:00 07:15	22:10 22:10 22:10	0	4	6	In DS BH, and on platform 1 (will be relocated to US BH after works finished)	CP on DS, Town on US, main TO is on DS with small TO on US, platforms are all linked via both an overbridge and lifts
Wokingham SWT	Ticket Office 078 2223 Platform 00 67419	Mon-Fri Saturday Sunday	05:45 06:10 08:00	20:35 20:25 18:30	0	3	2	3 in the BH and 1 on platform 2 at entrance to station	
Wool SWT	Ticket Office 075 8364 Platform 075 8364	Mon-Fri Saturday Sunday	06:00 09:00 Closed	11:00 13:00 Closed	0	1	0	On platform 2	TO on DS, footbridge, level crossing country end

Section 5 (Wi - Wo)

Section 5 (Wo - Y)

Ticket Office and Operator	Phone Numbers	Ticket Office Hours			Perts	TVM		TVM Location(s)	Features
			Open	Close		C&C	CO		
Woolston SWT	Ticket Office 075 8078 Platform 075 8078	Mon-Fri Saturday Sunday	06:10 Closed Closed	11:00	0	1	0	Left of the station entrance by the side gate	Exit from station and TO on DS
Worcester Park SWT	Ticket Office 00 62237 Platform 00 62237	Mon-Fri Saturday Sunday	06:50 06:50 08:00	18:50 18:50 15:00	0	2	1	1 - SF 1 - BH 1 by entrance to platform 2	CP on US, access to station is via BH, DS platform is reached via footbridge from US
Worplesdon SWT	Ticket Office 00 67532	Mon-Fri Saturday Sunday	0640 Closed Closed	1045	0	1	0	On the platform outside the TO	TO on US, access to DS only by footbridge
Worthing Southern	Ticket Office 006 0145	Mon-Fri Saturday Sunday	05:35 05:35 06:40	22:45 22:45 21:45	0	2	0	1 at rear of station by CP entrance, 1 in BH - south end	TO on DS, toilet. Lift, café, pay phone, taxi rank, bicycle rack and car park
Wraysbury SWT	Platform 00 69916	Mon-Fri Saturday Sunday	Unstaffed Unstaffed Unstaffed		0	1	0	Located US station entrance	
Yeovil Junction SWT	Ticket Office 074 7338 Platform 074 7338	Mon-Fri Saturday Sunday	06:00 06:00 08:55	19:20 19:20 18:25	0	1	0	On the platform near to the footbridge	TO and all trains from island platform access via overbridge, barrow crossing available on request.

Key: BH - Booking Hall C&C - Cash & Card CO - Card Only CP - Car Park DS - Down Side SF - Station Forecourt TO - Ticket Office US - Up Side

Please note

For security reasons, and to prevent vandalism, the CSC remotely controls the TVM shutters at Ash Vale, Hilsea, Isleworth, Kew Bridge, and Syon Lane. The shutters are closed from 2200 to 0545. A notice is on the TVM s informing passengers to purchase their tickets on train. Passengers travelling from these stations between these times must not be issued Penalty Fares. Passengers should purchase their ticket from the guard on the train.

In deciding whether to issue a Penalty Fare please apply discretion at PERTIS only stations and remember that not all TVMs are accessible to all passengers. At stations with one TVM on the up platform, passengers on the down platform may not be able to use the stairs to access the TVM e.g. Kew Bridge.

Section 5

Section 6

Retailing

Cash Regulations and Security Code of Practice.

These documents apply to all staff authorised to handle cash.

Cash regulations - for Guards and Revenue Protection

This publication contains information on:

- security arrangements
- methods of payment, including debit and credit card authorisation procedures.
- paying in cash
- cash losses
- cash floats
- shift balances

The Security Code of Practice

This publication contains advice, processes and procedures to increase your personal safety and prevent and reduce crime on the railway.

It is your responsibility to ensure you have received a copy and understand the contents of both publications. If you require copies please speak to your manager.

Audits on compliance to both publications will be carried out.

The Cash Regulations and Security Code of Practice, issue February 2007 replaces all previous publications and you will be informed of any amendments and changes to processes.

Oyster

Description

Oyster is a 'Smart Card' issued by Transport for London (TfL) that is valid only in the Greater London Travelcard area. Travelcards, bus passes or up to £90 pay as you go (PAYG) credit can be purchased and stored on a card and can be used on the London Underground, buses, DLR, Trams and some National Rail Services.

Oyster Products and Action to be taken in the event of misuse.

The following table outlines the products available on Oyster, their description, validity and action that should be taken in the event of misuse. This list does not specify or imply any restriction on the addition of new products, which may occur.



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Withdrawal of Oyster Cards for misuse

Shown below are examples of misuse when it may be appropriate to withdraw an Oyster Card.

- Defaced/Damaged.
- Using an Oyster Card issued in name of person other than person presenting the card.
- Presenting a Pay As You Go Oyster Card and refusing the issue of Penalty Fare.
Ensure if any money is on the Oyster Card that you issue a 4408 with the value on it.
- Child & 16+ Photocard in instance of misuse.
- Freedom Passes that have not been renewed.
- Assaults on staff.
- A Barclaycard Oyster cannot be withdrawn; the inspector must record the Oyster number on back of card.

The member of Revenue Protection will withdraw the card from the customer and contact the nominated person(s) within the Revenue Protection Prosecutions Office. The nominated person will complete an 'Oyster Hotlisting Form', and pass the details to TfL. The Oyster Card is then attached to the Revenue Protection member of staff's report and forwarded to the Revenue Protection Prosecutions Office.

Product Name	Description	Valid on SWT?	Comments	Action to be taken in the event of misuse
Travelcard – Weekly/ Monthly/ Yearly	Colour – blue	Yes	These are valid on South West Trains services within the correct zones. If the Travelcard does not cover whole of the South West Trains journey, passengers must buy a paper ticket extension at the station of origin	Normal Penalty Fares rules apply
Pay As You Go (PAYG)	Colour – blue	No	These cannot be used on any South West Trains journey. Passengers may access and egress at Wimbledon, Richmond and Clapham Junction stations due to other services operating from these stations which accept PAYG. E.g. London Underground, Southern services from Watford Junction, London Overground and Trams.	Normal Penalty Fares rules apply
Freedom Pass	Oyster Card and Photocard colour - blue and orange	Yes	These are issued to Elderly and Disabled passengers and are only valid between 0930 - 0430 Mon – Fri, all day Saturday, Sunday and Bank Holiday Monday on South West Trains.	Normal Penalty Fare Rules apply - “Discretion” may apply
Student 18+		Yes	30% off adult Season Travelcards	N/A
16+	Photo on Oyster Card	Yes	Can only buy Season Travelcard not day Travelcard. Product will not work after printed expiry date.	Usual Penalty Fare Rules apply.
11 – 15	Colour – yellow	Yes	Enables child to buy all child rate tickets.	N/A

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Product Name	Description	Valid on SWT?	Comments	Action to be taken in the event of misuse
Under 11	Colour – yellow	Yes	Enables child to buy all child rate tickets	N/A
New Deal	Photocard	Yes	Photocard valid for 3 months Enables holder to buy child rate tickets	N/A
Visitor Card	Different Designs	No	Pay As You Go (PAYG) use only	Normal Penalty Fares rules apply
Barclaycard “One Pulse” Oyster Card	Barclaycard with the Oyster symbol	* See Comments	*Three cards in one Oyster, credit card, and new Paywave. Pay As You Go (PAYG) use not valid however season tickets may be stored	Normal Penalty Fares rules apply – may not be withdrawn
Income Support Oyster bus and tram discount card	Photocard and Oyster Card	No	Oyster bus and tram discount card	Normal Penalty Fares rules apply
TfL Staff Passes Underground or Bus	Colour – Grey or purple		Unless PTAC is written on pass, the holder cannot travel on South West Trains with a discount “Priv” ticket	Normal Penalty Fares rules apply

Section 7

Useful Contact Numbers

To dial internal phone numbers from your company mobile, you must input '81' before the number.

The rate of the call is cheaper than dialling the external number.

If the number you need is not listed in this section, you can phone the railway telephone exchange on: (81) 100 and they will be able to connect you to the person, station, or department you need. This service is available 24 hours a day.

Revenue Protection Manager	Adam Piddington	07825 258428
Prosecutions Manager	James Allan	07736 820014
Revenue Protection Manager London Area	Danny Kennedy	07734 743606
Waterloo Gateline Control		(81) 00 23130 (Internal) 0207 902 3130 (external)
RP Admin		02079 222689

ITAL	Name and Address Checking	0845 434 7046
Prosecutions Office		(81) 07 58022 (Internal) 023 8072 8022 (external)
Customer Service Centre		(81) 07 58072 (internal) 0845 6000 650 (external)
Lost Property		0207 922 2687
Delay Hotline		(81) 085 73918
TVM Helpline		(81) 085 73987
Retail Helpline	Internal staff use only	(81) 067 3662
PPC - Positive People Company		0800 282193
Train Presentation Helpline		(81) 00 23091
CCSC		(81) 085 73987

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Oyster Card		0845 330 9876
Visa, Mastercard, Visa Delta, JCB		0870 242 4240
American Express		020 855 11111
British Transport Police BTP Control	Internal External	(81) 1359 (non emergency) 0800 40 50 40
Emergency Help BTP	Internal External	(81) 00 40999 (81) 054 3366 (stations west of Salisbury only) 999
Route Control (Inner)	Internal External	(81) 085 73906 020 7979 3906
Route Control (Outer)	Internal External	(81) 085 73908 020 7979 3908
Route Control (Windsor)	Internal External	(81) 085 73907 020 7979 3907

Information Controller	Internal External	(81) 085 73931 020 7979 3931
Hotlist	Internal External	(81) 089 8022 023 80728022
Hotlist Fax	Internal External	(81) 089 8049 023 80728049
National Rail Enquires		08457 484950
Train Tracker		81720 04950
Train Tracker text	Text name of station	48 49 50
Cross Country trains Control	Operations Retail	(81) 054 7441 (81) 054 7557
First Great Western Control		(81) 074 9620 (81) 077 5424
Southern Control		(81) 067 54905

Section 7 

Useful numbers

Useful numbers

Section 8

Miscellaneous

Risk Assessments

South West Trains have a defined Risk Assessment procedure to ensure that a consistent approach is undertaken in dealing with risks arising from activities are effectively assessed and controlled.

A written risk assessment is devised for all work activities where anyone could be injured if the activity is not carried out correctly. A Competent Risk Advisor conducts this procedure.

More importantly, this process ensures that staff are aware of the hazards associated with their work and the way to carry out the activity safely.

These written risk assessments have been carried for most activities and are available at your local depots. If you are unaware of the risk assessments for activities that you carry out, please ensure you contact your line manager to read and understand the risks posed.

Revenue Security Arrangements and Audits

You are responsible for any revenue and floats that you receive. When you are given a float you should check it and sign for it. Any discrepancy with floats must be corrected immediately and the local manager advised.

You must carry floats and revenues you have collected separately from any personal money.

Cash held by revenue protection staff should also be kept to a minimum and any excess should be paid into a suitable ticket office.

Any discrepancies with your shift balance should be reported, with any surplus or loss over £5 reported to your manager in writing.

Your manager is responsible for all cash handling regulations and to ensure compliance will carry out routine and adhoc checks on floats, revenues and ticket issuing equipment.

For further advice please refer to Cash Regulations and Security Code of Practice, February 2007.

Conflict

When dealing with potential conflict your own personal safety is paramount. If you feel a situation could develop into conflict then withdraw from the situation and seek help. At no time should you place yourself in danger. Remember to apply your conflict awareness training at all times.

For further advice on Violence at Work please refer to South West Trains Personal Safety Handbook September 2001, Section 5.

Equal Opportunities

South West Trains are committed to equal opportunities in employment for all employees. As you are aware we have a diverse workforce and we are therefore committed to ensuring that all individuals are treated fairly and valued equally, irrespective of disability, race, gender, health, social class, sexual orientation, marital status, nationality, religion or belief, employment status or age.

Everyone has a responsibility to make equal opportunities work. Employees can help by not discriminating against, harassing or victimising their colleagues, and by understanding and supporting the principles of equal opportunities.

(For further advice on Equal Opportunities or Bullying and Harassment refer to the South West Trains Equal Opportunities Policy June 2006 and Bullying & Harassment January 2007.)

Section 8

Section 8

Suspicious Packages & HOT Procedure

Whilst working at stations and on trains all employees must keep a look out for unattended items and suspicious packages.

If you come across an unattended item it is important to remember that, whilst the safety of our customers and employees is paramount, we must think sensibly about whether the item is actually suspicious and, therefore, if it justifies delaying a train or evacuating a station. To make this judgement it is vital that you apply the H.O.T. principle:

H – Hidden

Is the item hidden, maybe down the back of a vending machine or round the back of a station building?

O – Obvious

Is it obviously suspicious? Can you see protruding wires or timer devices?

T – Typical

Is it typical of what you would find on a train or at a station?

If an item is hidden, obviously suspicious and not typical of what you would normally see at a station or on a train then you have cause to treat the item as suspicious. You should move away from the item and encourage others to move away as well. When at a safe distance the British Transport Police should be contacted immediately on 00-40999.

DO NOT USE A TWO-WAY RADIO OR MOBILE PHONE WHEN YOU ARE CLOSE TO THE SUSPICIOUS ITEM.

On call manager and sickness reporting - who to call

Your line manager is normally available on their mobile Monday to Friday between the hours of 0800 and 1800. If your matter is urgent and you cannot get in contact with your manager you should then contact the on call manager.

Out of hours (after 1800 Monday to Friday, all day Saturday/Sunday)

Your call should be directed to the on-call manager. Please be aware that the on-call manager is not there to take calls regarding leave, roster errors, requests for equipment, etc.

The on-call manager is there as a point of contact for handling incidents, accidents and urgent personal matters. If they are unable to attend in person due to distance, they will arrange for a more local on call manager to assist you. If the incident happens at a manned station it may be best in the first instance to seek assistance from a Station Manager, but you should still make your manager (or the on-call manager) aware so they can ensure it is dealt with appropriately.

If you are unable to contact the on-call manager out of hours then you should contact Control, who have alternative contact numbers or may arrange for another on-call manager to assist you.

Any instances of sickness, absence or late on duty should be reported to the sick line as normal, as stated in the sickness and absence procedure.

Section 8

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Phonetic Alphabet

A	Alpha	N.....	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D.....	Delta	Q	Quebec
E	Echo	R.....	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U.....	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K.....	Kilo	X	X Ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu



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 should seek advice from the Help Point located on the station or approach the on-train staff at the earliest opportunity.

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.