



Docklands Light Railway

Fare ticket/

Penalty fare notice pad

Fare ticket/Penalty fare notice

Non transferable £50.00 Penalty Fare
(reduced to £25.00 if paid within 21 days)



Docklands
Light Railway

Ticket type ☐ Single ☐ Return ☐ Penalty fare notice ☐ Travelcard

Issued by Pack no. **DL**

Date Day Time (24 hrs)

At From To Reason code

LU destination Zone Passengers Adult Child

Address Verified ☐ Yes ☐ No How?
i.e. Driving Licence
Passport

Any invalid ticket held details to include Oyster Card details

Traveller (Title) Mr ☐ Mrs ☐ Miss ☐ First Name

Last Name

Date of Birth if DOB not given mark 'Adult' or 'Juvenile'

House no. or name

Address

Postcode

Passenger's statement/signature

PAYMENT ADVICE (to be completed when payment sent to IRCAS)

PLEASE FORWARD THIS DOCUMENT WITH
ANY CORRESPONDENCE OR PAYMENT

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

Credit/Debit card transactions are subject to a handling charge

Card No.

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

Security Code: (last 3 digits on back of card)

Start Date: / / Expiry Date: / / Issue No.
Switch and Maestro only

Cardholder's Name:

Signature:

Please send payments to:
ITAL, P.O.Box 212, Petersfield, GU32 2BQ

☐ PAID ☐ DECLINED
Virtual Credit Auth. Code - To be completed by Auth. Collector

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Notes

- 1 Fare tickets are issued subject to the Bye-Laws, Regulations, Conditions of Carriage and Notices of Docklands Light Railway Limited (DLR), PO Box 154, Castor Lane, Poplar, LONDON E14 ODX. These are available for inspection at the company's offices.
- 2 Penalty Fare Notices are issued in accordance with the Greater London Authority Act 1999 and Transport for London Act 2008.
- 3 It is an offence under the Regulation of Railways Act 1889 Sec. 5 (3)(A) to travel with intent to avoid payment.
- 4 Serco Docklands Limited operates the railway under franchise for DLR, and is authorised by DLR to collect fares and penalties shown on these tickets.
- 5 Tickets are valid only for the journeys shown, must be produced on demand and may not be transferred. A Penalty Fare covers you for your journey on DLR services only.

Compulsory Ticket Areas

- 1 No person shall enter a compulsory ticket area unless they have with them a valid ticket or authority to travel.
- 2 A person shall hand over their ticket for inspection when asked to do so by an authorised person.

Penalty Fares

Having failed to produce a valid ticket, a validated Oyster Card or other authority to travel, you are required to pay a PENALTY FARE for the single journey on DLR as shown overleaf.

- 1 The Penalty Fare is £50 but if you pay immediately or within 21 days after the date of this notice, the Fare will be reduced to £25. Legal proceedings may be taken against you if you do not pay the Penalty Fare. You will be required to give your name and address in all cases.
- 2 If you wish to dispute your liability to pay a Penalty Fare, a statement giving your reason for failing to produce a valid ticket, a validated Oyster Card or other authority for your journey at the time of travel must be sent as described below so as to arrive no later than 21 days following the date of issue.
- 3 Under the Data Protection Act 1984, you have the right of access to your personal details stored in our Penalty Fares database, which may be obtained from the address below for an administrative fee of £10.
- 4 Penalty Fares not paid immediately on issue cannot subsequently be paid to the Passenger Service Agent on the train.

How to Pay

Online The online payment service is at www.ircas.co.uk We accept all major credit cards and debit cards, including Electron and Solo, and the handling fee is £0.25 (less than the cost of an envelope and stamp). Please have your Penalty Fare Notice or Unpaid Fare Notice ready. You may also need to enter your surname and postcode.

By Telephone The 24-hour telephone payment line is at **0844 544 8458**. Once connected, select Option 1, and have your Penalty Fare Notice or Unpaid Fare Notice ready. We accept all major credit cards and debit cards, including Electron and Solo, and the handling fee is £0.25 (less than the cost of an envelope and stamp). Please note that calls may be recorded for training and/or security purposes.

By Post Cheques and Postal Orders. Please fill in the payment slip at the bottom of the Penalty Fare Notice. Make cheques and postal orders payable to IRCAS, and write the number of your Penalty Fare Notice or Unpaid Fare Notice on the back. Credit and Debit Cards. Please complete and sign the authority slip at the bottom of the Notice. We accept all major credit cards and debit cards, including Electron and Solo. There is a handling charge of £1.25 (less than the cost of purchasing a £20 Postal Order). All postal payments should be sent to:

IRCAS, PO Box 212, Petersfield, GU32 9BQ

How to appeal

Appeals must be in writing, and cannot be made by telephone. You should explain why you did not produce a valid ticket or another authority to travel, and provide any further information you have to support your explanation. You should include details of the time and place where your journey began, and the time and place where your journey ended. You can appeal online at www.ircas.co.uk, or you can download a form to return by fax or post. Alternatively you can write to Independent Appeals Service, PO Box 212, Petersfield GU32 9BQ.