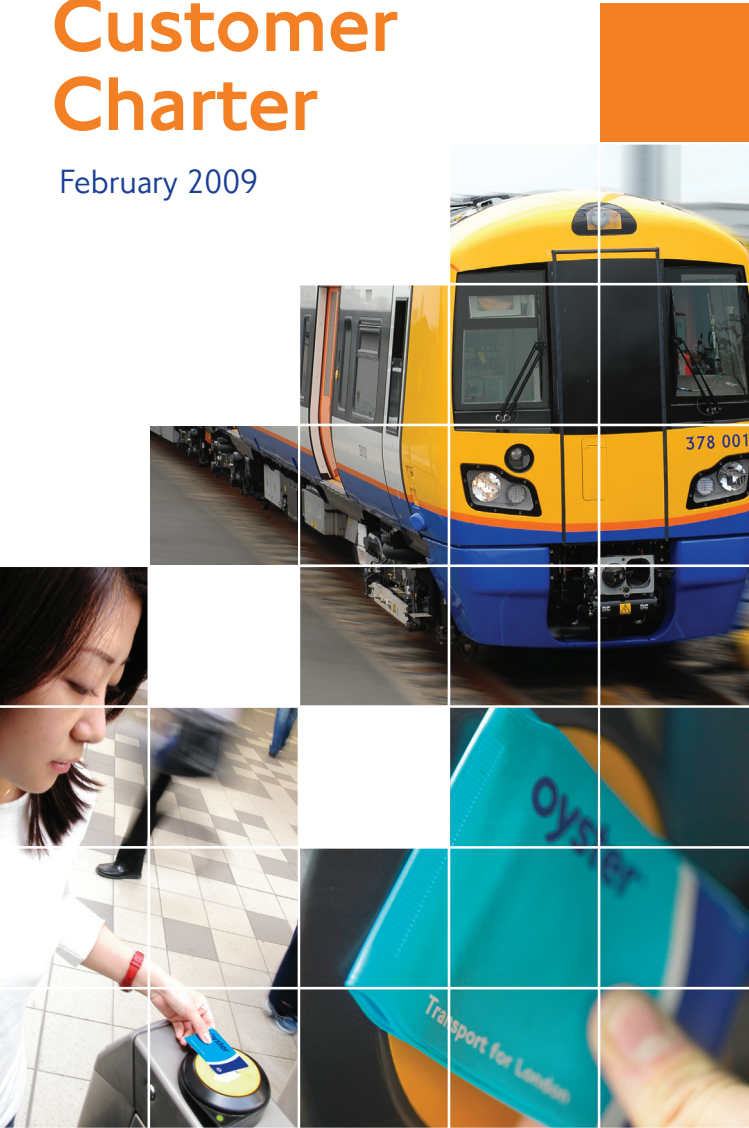


# Customer Charter

February 2009



## Our commitment

We aim to deliver the best possible service to London Overground customers by providing a safe, reliable, welcoming and value for money service at all times.

Since we started in November 2007 we provided staff at all our stations during operating hours and accept Oyster pay as you go across the London Overground network. All our stations have had a deep clean and the safety and security on the network has improved.

During 2009 and 2010 we will be replacing our existing fleet. The new trains will have increased capacity, air conditioning, on board audio and visual announcements and provide a much improved travelling environment. We will also be completely refurbishing all of our stations and making many track and signalling improvements.

In 2010 we will be opening the newly extended line which runs between Dalston Junction in the north and New Cross, Crystal Palace and West Croydon in the south. By 2011 this line will be further extended from Dalston Junction to Highbury & Islington.

In this Customer Charter, we set out to explain:

- the minimum standards we expect to achieve
- how we will compensate you if things go wrong
- how we will tell you about our performance
- how you can contact us with your suggestions and concerns

We will review this charter every two years in consultation with London TravelWatch, Transport for London and other relevant bodies. Copies of the charter are available from all stations served by our trains, from our Customer Services Team or on our website **[tfl.gov.uk/overground](https://tfl.gov.uk/overground)**

## Finding out about London Overground train times, fares and station facilities

### Online

A wide range of information is available from our website **[tfl.gov.uk/overground](https://tfl.gov.uk/overground)**

You can easily investigate onward connections and other travel options, including London Buses, Tubes and DLR at **[tfl.gov.uk/journeyplanner](https://tfl.gov.uk/journeyplanner)**

The following websites also provide information about public transport services across the country:

- **[nationalrail.co.uk](https://nationalrail.co.uk)**
- **[transportdirect.info](https://transportdirect.info)**

### At your local station

Free copies of our timetable are available from London Overground stations and interchange stations with other National Rail operators and the Underground. Timetable posters are displayed at all London Overground stations and the London Overground network is included on the Tube Map, which is widely available at all Transport for London (TfL) stations.

## Finding out about London Overground train times, fares and station facilities continued

We will inform you at least five days in advance of any planned disruptions to the service by displaying posters at a prominent site at stations. Additional notice will be given for any extended periods of disruption or timetable changes.

When we introduce a new timetable, we will make details of it available at our stations and on the TfL website at least four weeks before changes start.

### Phone

There are two telephone enquiry services which you can use to find out about our train times and fares:

- **London Travel Information**  
Telephone: **020 7222 1234**
- **National Rail Enquiries**  
Telephone: **08457 48 49 50**

## Your ticket

### Making ticketing easier for you

We are working hard to make ticketing much easier with a variety of options available to suit you. Oyster pay as you go and valid Travelcards can be used for all London Overground journeys. Self- service ticket machines are available at all London Overground stations allowing you to top up your Oyster card or buy a ticket to most National Rail and Tube stations. Ticket offices are available at our busier stations.

If you prefer to buy your ticket online, you can purchase an Oyster card, top-up your pay as you go credit or load a Travelcard at

**[tfl.gov.uk/oyster](https://tfl.gov.uk/oyster)**

For more information about using your ticket or Oyster card on London Overground services please refer to the London Overground ticketing and travel guide available online at

**[tfl.gov.uk/fares](https://tfl.gov.uk/fares)**

## **Penalty fares**

When travelling on any London Overground service you must carry a valid ticket (and a valid photo card if necessary) for your entire journey. Tickets cannot be purchased on any London Overground train. If you are using Oyster pay as you go you must touch in at the start of your journey and touch out at the end of your journey.

If you cannot produce, on request, a valid ticket for your entire journey or, when using Oyster to pay as you go, your Oyster card containing a record of the start of a valid pay as you go journey you will be liable to pay a Penalty Fare or you may be prosecuted in accordance with Section 245, Schedule 17, of the Greater London Authority Act 1999. Penalty Fares also apply on other National Rail and London Underground services that call at our stations.

## **Ticket refunds**

Refunds are generally available on tickets purchased from a London Overground station if you choose not to travel, provided the ticket is handed in before or on the day of travel. An administration fee will be deducted from the refunded amount.

## Your ticket continued

Ask at any London Overground station for a Comments and refund application form and hand it in with the ticket(s). This will be passed to our Customer Services Team who will reply to you within seven working days. Alternatively, you can write directly to our Customer Services Team at the address given at the end of this booklet.

Refunds are also available for Travelcards and season tickets. Although if the charge for the period used (i.e. up until the date of the refund application) plus the administration fee exceeds the original price, a refund will not be given.

If you have a balance on your Oyster card and you no longer need it, visit any London Overground ticket office where the balance will be cancelled and returned to you as a cash refund up to a maximum of £5. Where the balance is greater than £5, your application will be forwarded to the Transport for London Oyster Ticketing and Refunds Office where arrangements will be made for the refund to be sent to you.

## Train service performance

We are committed to achieving year-on-year improvements in train service punctuality and reliability.

The Public Performance Measure (PPM) shows the percentage of trains that arrive at their destination within five minutes of their scheduled arrival time. It includes every London Overground train shown in the current timetable with no exclusions.

From November 2007 until March 2009 our performance is judged against a PPM target of 91 per cent. This means that we expect 91 per cent of our trains to arrive on time or within five minutes. From March 2009 the target is 91.7 per cent.

## **Keeping you updated on London Overground's performance**

We will keep customers regularly updated on the performance of London Overground. Every four weeks we publish a performance report showing our performance for the preceding four week period and the average over the past 12 months. This will be displayed at all London Overground stations.

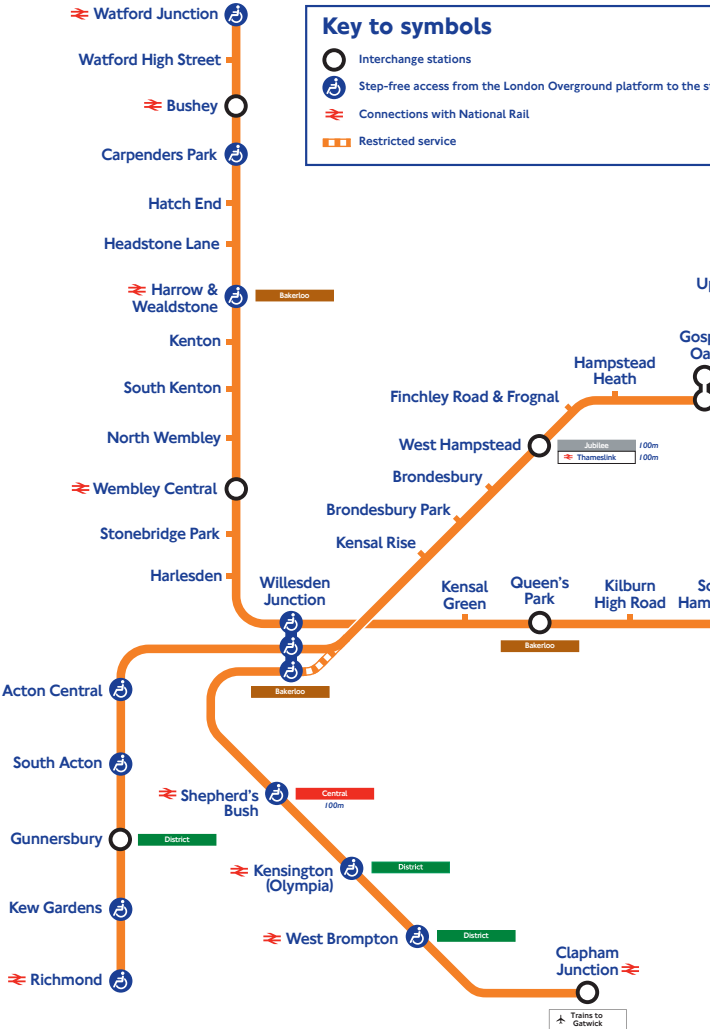
In addition, each quarter we will publish the latest results of our performance in the following areas:

- station staff availability
- station cleanliness
- availability of self service ticket machines
- availability of train service information displays
- availability of Help points
- customer satisfaction survey results

Performance information is available on **[tfl.gov.uk/overground](http://tfl.gov.uk/overground)**



# London Overground network





# ark map



## When things go wrong

If you experience a delay to your journey of more than 30 minutes, for reasons within our control, we will refund you with a voucher to the value of the single delayed journey.

This applies regardless of whether you are travelling on a single journey ticket, Oyster pay as you go or a season ticket.

The easiest and quickest way to claim is to log on to our website **[tfl.gov.uk/fares](https://tfl.gov.uk/fares)** and follow the on-screen prompts. Alternatively, you can complete a Comments and refund application form available from London Overground stations. Ensure you complete the form and include either your ticket(s) or Oyster card number and send it to the prepaid address within 14 days of your delayed journey.

Please note that refunds cannot be made if a delay is beyond our control, such as security alerts, third party action or adverse weather conditions. This also applies to service changes advertised in advance.

Refunds for industrial action are not payable under this charter but are covered by special rules which will be advertised at the London Overground stations affected and on our website.

If you have touched in with your Oyster card or bought a ticket but find that you are unable to commence your journey due to service disruption, we will give you a full and immediate refund where a ticket office is available at the station.

Where there is no ticket office, apply online for a refund or complete a refund application form and send it to us at the address at the end of this booklet within 14 days.

## **Journeys where there is more than one train operator**

Compensation arrangements vary between companies. If you are delayed, the responsibility for compensation rests with whichever train company you were travelling with at the time.

If you are delayed by or have a complaint about the service of another operator and you write to us, we will ensure your letter gets to the right people at the train company involved. We will let you know who we have forwarded your letter to.



## Customers with special needs

We are committed to making travel on the London Overground as easy as possible for everyone. We recommend that customers requiring assistance give at least 24 hours notice by calling the helpline number given below. If less notice is given or you arrive at the station without making prior contact, we will do our best to provide any special assistance required but cannot guarantee that we will be able to fully meet your needs.

To give us notice of your need for assistance call us on **0845 601 4867**. This helpline is open between 09:00 and 17:00 on weekdays (excluding Bank Holidays).

To assist people who have a hearing impairment, a textphone helpline is available on **0845 712 5988**.

Our Disabled Persons' Protection Policy sets out our approach to ensuring our services are accessible to passengers with special needs. Copies are available from London Overground stations.



## We welcome your comments and enquiries

If you have any complaints or suggestions about how we can improve our service you can contact us in a number of ways:

- via our website at **[tfl.gov.uk/contactoverground](https://tfl.gov.uk/contactoverground)**
- pick up a Comments and refund application form from any London Overground station and hand it to a member of staff
- email us at: **[overgroundinfo@tfl.gov.uk](mailto:overgroundinfo@tfl.gov.uk)**
- call the Customer Services Team  
Telephone: **0845 601 4867**  
Monday to Friday 09:00 to 17:00  
(excluding Bank Holidays)
- write to us at:  
**London Overground**  
**Customer Services Team**  
125 Finchley Road  
London NW3 6HY  
Fax: **0870 928 9805**

We aim to acknowledge 95 per cent of correspondence received, including emails within one working day and to resolve any issues raised within seven working days.

If you wish to make a complaint, please include your telephone number in any correspondence. We find that a telephone conversation is often much more effective than lengthy correspondence. If you are unhappy with our response you can write to London TravelWatch. This is an independent statutory body, established to assist passengers with unresolved complaints. Correspondence should be addressed to:

**London TravelWatch**

6 Middle Street

London

EC1A 7JA

Telephone: **020 7505 9000**

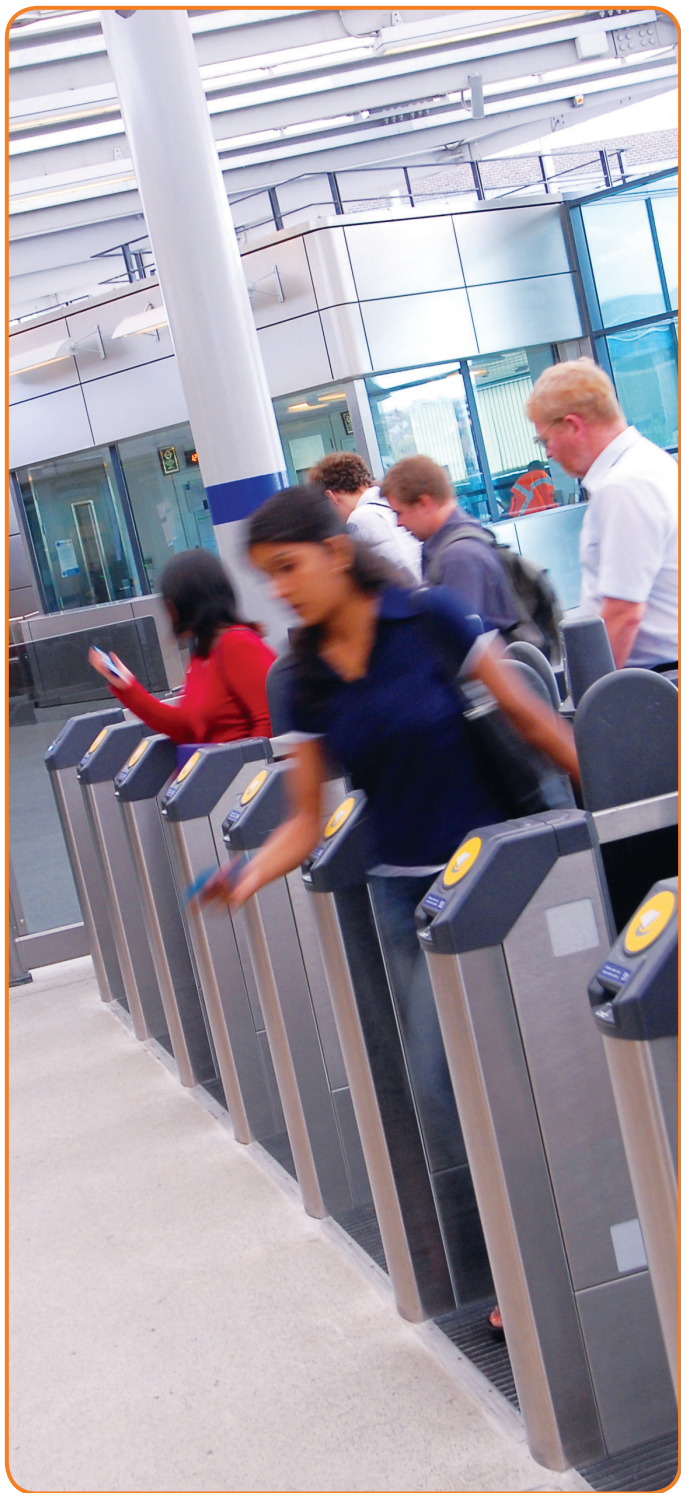
Email: **[enquiries@londontravelwatch.org.uk](mailto:enquiries@londontravelwatch.org.uk)**

**Conditions of Carriage**

The National Rail Conditions of Carriage set out the legal contract that you have with us when you purchase a ticket and travel with London Overground. A copy of the National Rail Conditions of Carriage can be obtained free of charge from any London Overground ticket office, from our Customer Services Team or online at **[nationalrail.co.uk](http://nationalrail.co.uk)**

**LOROL**

London Overground is operated on behalf of Transport for London by LOROL (London Overground Rail Operations Limited)



# Contact information

## London Overground Customer Services Team

Phone: **0845 601 4867**  
(09:00 to 17:00 Monday to Friday)

Write to us: **London Overground  
Customer Services Team**  
125 Finchley Road  
London NW3 6HY

Email: **overgroundinfo@tfl.gov.uk**

The information within this leaflet is also available  
from **tfl.gov.uk/overground**

Information correct at time of  
going to print December 2008.



Website  
**tfl.gov.uk**



24 hour travel information  
**020 7222 1234**



Lost Property Office  
**0845 330 9882**



National Rail Enquiries  
**08457 48 49 50**