

## How do I avoid a Penalty Fare?

The golden rule is to always make sure you have a valid ticket before you travel.

### Buying your ticket at the station

At most staffed stations the ticket office will be open for the majority of the time that trains are running. You can pay for your ticket by cash, cheque (with a valid cheque guarantee card) and all major credit and debit cards.

Most stations also have self-service ticket machines selling a wide range of tickets.

Most staffed stations also have a Permit to Travel machine which is switched on when the ticket office is closed. You must use the maximum amount of coinage which you have towards the Permit to Travel. This can then be exchanged for a travel ticket at your destination or with our on-train staff.

### Buying your ticket in advance

If you're planning your journey in advance you can avoid queues by buying your tickets by credit or debit card over the telephone. Please call 08456 005 165 (07.00 hrs to 20.00 hrs every day). You can also buy many of our most popular tickets online at [www.chilternrailways.co.uk](http://www.chilternrailways.co.uk).

## What if...?

### What if there's a queue at the ticket office?

You should always allow sufficient time to purchase your ticket. Under normal circumstances we aim to serve you within 3 minutes (no more than 5 minutes at peak times).

### What if the ticket office is closed?

You should use a self-service ticket machine. If none is available use a Permit To Travel machine paying **the maximum** you can towards your fare. If no Permit to Travel machine is available you must purchase your ticket at the first opportunity during your journey.

### What if my ticket covers only part of my journey?

If you intend to travel to a station beyond the validity of your ticket, including season tickets, you should buy an extra ticket before boarding the train. You'll be liable for a Penalty Fare if you don't buy an additional ticket or Permit to Travel when you've had the opportunity to do so.

### What if I forget my Season Ticket?

You should buy a ticket, or Permit to Travel, for the full journey you intend to make before boarding the train. You can apply for a refund on any such ticket at the station where your Season Ticket was issued. We'll consider a refund on 2 occasions only during any 12 month period. If you don't have a valid Photocard for your season ticket you'll be liable for a Penalty Fare.

### What if I forget my Railcard?

If you leave your Railcard at home you must purchase a full-priced ticket, without discount. You're not entitled to any refund in these circumstances.

## Penalty Fares – The Small Print

- If you board a Chiltern Railways train without a valid ticket for your entire journey (from a station where ticket-buying facilities are available) you're liable to pay a Penalty Fare.

- Penalty Fares regulations apply on all our services (except between Kidderminster and Birmingham Snow Hill, Stratford-upon-Avon and Hatton and to/from London Paddington and Oxford). The Penalty Fare is £20 or twice the appropriate full single fare to the next station stop, whichever is the greater.

- Central Trains operate a separate Penalty Fares scheme on their stations and trains between Kidderminster, Stratford-upon-Avon and Leamington Spa and London Underground operate a separate Penalty Fares scheme on their stations and trains between Amersham and Harrow-on-the-Hill. For information about these schemes check with the relevant operators.

- If, for any reason, a penalty fare is not issued when you've had an opportunity to buy a ticket before boarding the train, our ticket checking staff will charge you **the full Single or Return fare** for your journey. You won't be able to take advantage of any Railcard or other discounts normally available.

- You will have the opportunity to pay any Penalty Fare amount immediately to the authorised collector. Upon payment you will be asked to give your name and address.

- If you're unable or unwilling to pay the full amount of the Penalty Fare you must pay the authorised collector the full single fare for the journey undertaken, with the balance to be paid within 21 days. The authorised collector will require you to give your name and address. Failure to do so (including giving false details) is a criminal offence.

- Unless the amount owing is paid in full within 21 days from the date of issue, legal proceedings may be brought against you.

- If you wish to dispute your liability to pay a Penalty Fare you must give a written statement explaining your failure to produce a valid ticket or authority for your journey, together with any other relevant information. This must be sent to the address stated on the Penalty Fare notice, to arrive within 21 days from the issue date.

This leaflet is only intended as a guide and should not be regarded as a complete or authoritative statement of the regulations. A copy of the Penalty Fares Rules is available on request from our Customer Services Department at 2nd Floor, Western House, 14 Rickfords Hill, Aylesbury, Bucks, HP20 2RX, phone 08456 005 165 (Mondays to Fridays, 0830 to 1730).

## Chiltern Railways

Information in this leaflet is correct at time of going to press (May 2005).

# PENALTY FARES

Don't get caught out!  
Always buy your ticket  
before you travel.



## Railways (Penalty Fares) Regulations 1994

Railways (Penalty Fares) (Amendment) Regulations 2005

## Chiltern Railways



# Why Penalty Fares?

Our company's future, including our massive investment programme to improve your railway, relies on our income from ticket sales.

Around 98% of our passengers always buy a valid ticket, but a minority still don't. We recognise that, in the past, it may not have always been easy to buy a ticket before you boarded the train.

We've worked hard to make it much easier:

- We've altered ticket office staffing and opening times to better reflect demand.
- We've added additional self-service machines at many stations, including 'Fast Ticket' machines, which accept credit and debit cards.

- We've added Telesales and Internet ticket facilities.

Following these improvements we're now taking a stronger line on ticketless travel.

**Under the terms of the Railways (Penalty Fares) Regulations 1994 and the Railways (Penalty Fares) (Amendment) Regulations 2005 you are liable to pay a Penalty Fare if you do not purchase a valid ticket before boarding one of our trains (from a station where ticket-buying facilities are available).**



If you board a Chiltern Railways train without a valid ticket for your entire journey you're liable to pay a Penalty Fare of £20 or twice the appropriate full single fare to the next station stop, whichever is the greater.

To avoid misunderstandings **always buy your ticket before you board one of our trains.**

See elsewhere in this leaflet for more information about buying your ticket.

## No tolerance for non payment

We continue to work hard to make it as easy as possible to buy a ticket. Unfortunately, there are a few people who don't think that they need to buy a ticket. Our honest fare-paying passengers frequently tell us how annoying it is to see these deliberate fare evaders 'getting away with it'. We think so too, and we'll do our utmost to ensure that the minority of people who think it's acceptable are brought to account.

In the 12 months ending November 2004 we successfully prosecuted 293 people for fare evasion. By trying to avoid payment of fares as low as £1.60, these people have ended up paying costs and fines over £200. In addition, they now have a criminal record.

We've no desire to issue Penalty Fares unnecessarily and our ticket checking staff, and the Penalty Fares system they work within, are sufficiently flexible to cope with this. However, we won't hesitate to use the full weight of the law against both hardened fare dodgers and opportunists. We're sure that the majority of you will agree with us in this.

