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.

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

Railways (Penalty Fares) Regulations 1994

Railways (Penalty Fares) (Amendment) Regulations 2005

PENALTY FARES PENALTY

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



Why Penalty Fares?

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

We've worked hard to make it much easier: always been easy to buy a ticket before you boarded the train. 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

- 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
- We've added Telesales and Internet ticket facilities

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

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



Stratford-upon-Avon

Winncole

Realley

_apworth

Warwick Parkway

Warwick

Hattor

Leamington Spa Banbury

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

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

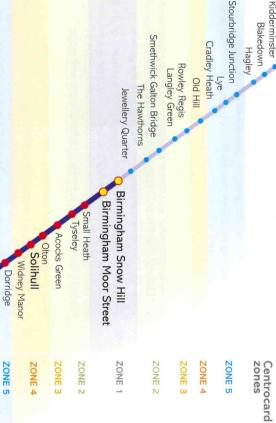
See elsewhere in this leaflet for more information about buying your

No tolerance for non payment

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

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

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



operates between Birmingham Snow Hill and Chiltern Railways' penalty fares scheme London Marylebone, also between Aylesbury

scheme at their stations and on trains between Leamington Spa Central Trains operates a separate penalty fares Kidderminster or Strattord-upon-Avon and

and via High Wycombe.

and London Marylebone both via Amersham

Oxford

Amersham and Harrow-on-the-Hill. fares scheme at its stations and on trains between London Underground operates a separate penalty

Rickmansworth, Harrow-on-the-Hill and Aylesbury Amersham, Chalfont & Latimer, Chorleywood, High Wycombe, West Ruislip, South Ruislip, Ticket gates are installed at London Marylebone

the platform areas at these stations High Wycombe and London Marylebone are compulsory Birmingham Snow Hill, Birmingham Moor Street ticket areas - you must have a valid ticket to enter

hiltern Railways

0 compulsory ticket area stations

before you get on any train from these stations You must also have a valid ticket to enter the platform areas. You must buy a valid ticket or "permit to travel"

penalty fares stations

You must buy a valid ticket or "permit to travel"

other stations before you get on any train from these stations

0

opportunity during your journey. No ticket issuing facilities at these stations you must buy a valid ticket at the first

stations exempt from Chiltern Railways penalty fares scheme

regular Chiltern Railways service occasional Chiltern Railways service

Kings Suttor Bicester North Princes Risborough Thame Parkway Haddenham & High Wycomb Aprovades A 2 Mon Saundertor Beacons aldnin albi. Stoke Mandeville Wendover Aylesbury Great Missenden

Travelcard ondon

Great Missenden	zones
Amersham	ZONE 6D
Ordans Chalfont & Latimer	ZONE 6C
Chorleywood	ZONE 6B
Denham Rickmansworth	ZONE 6A
● West Ruislip Harrow-	ZONE 6
South Ruislip on-the-Hill	ZONE 5
Northolt Park	
Sudbury & Harrow Road Sudbury & Harrow Road	ZONE 4

Seer Green &.

Denhai Gerrar

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	ZONE 1	ZONE 2	ZONE 3	ZONE 4		ZONE 5

London
 Paddingtor