

How can I pay for my penalty fare?

You can use cash, a cheque (supported by a cheque guarantee card) 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.

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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Registered office: Friars Bridge Court, 41-45 Blackfriars Road, London SE1 8NZ.
A part of the Stagecoach Group plc.

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

Issued April 2009 SWT 514



Penalty Fares

South West Trains Penalty Fares Scheme April 2009



SOUTH WEST TRAINS



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;
- recruiting revenue protection employees;
- 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.

How can I avoid a penalty fare?

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

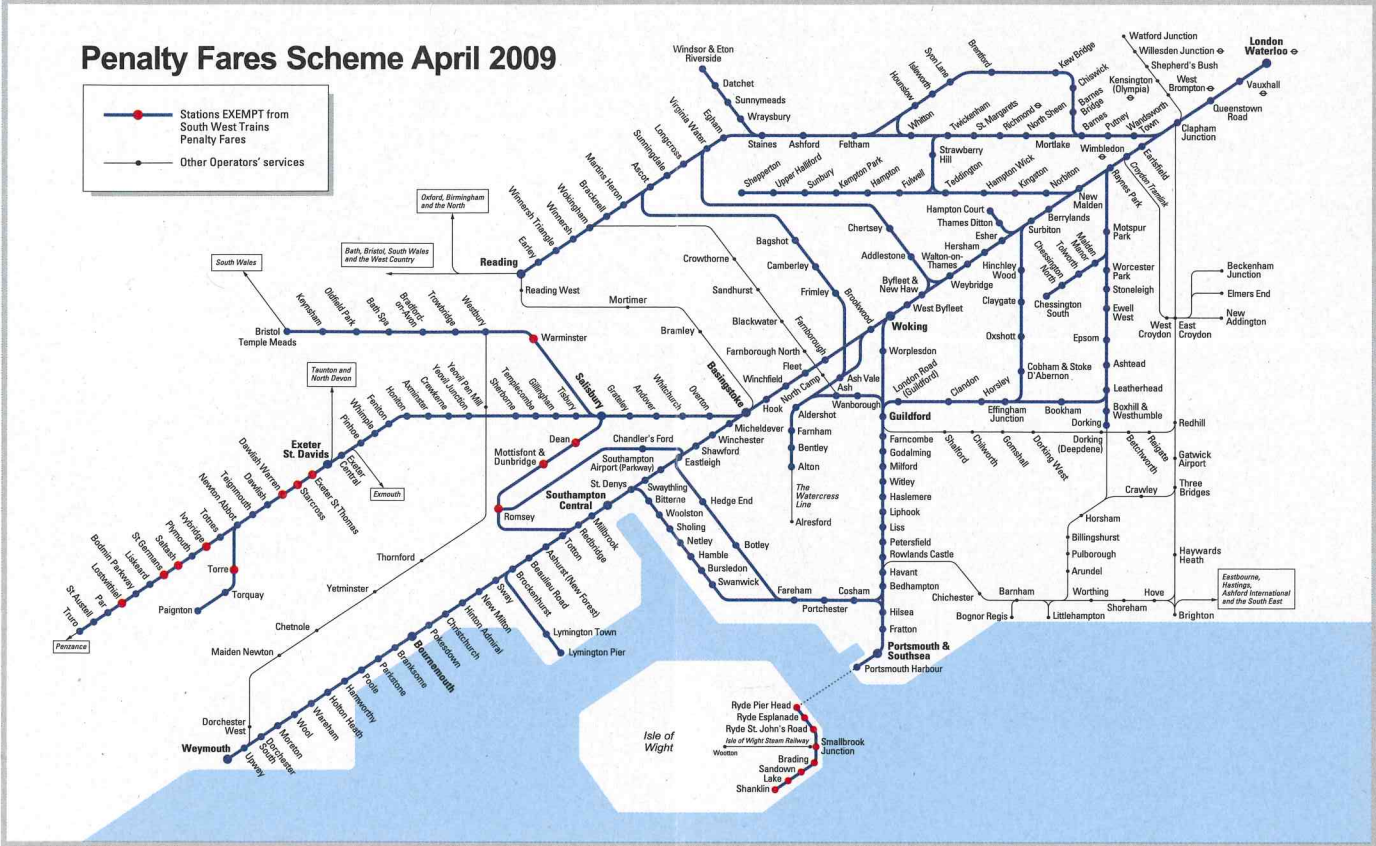
What happens if I don't have a valid ticket for my journey?

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.

Penalty Fares Scheme April 2009



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.