

To ticket or not to ticket

The National Rail Conditions of Travel states that a customer must hand over for inspection their ticket and any accompanying Railcard, photocard or other form of personal identification which their ticket requires if asked to do so by the staff of a train company.

If the customer fails to do so, they will be treated as having joined the train without a valid ticket and the appropriate fare (or excess) should be requested. Where customers join a train without a ticket at a station where ticket facilities exist (and are fully open/working) only full fare tickets will be available onboard.

As per the ATOC Code of Practice on ticket irregularities, if the issue of an Unpaid Fare Notice (UFN) is necessary, the customer should be left in no doubt as to why it has been issued. They should be made aware that it is a legally binding contract, and that they have a right to appeal by following the instructions printed on the notice.

Calling the BTP for ticketless customers

Discretion and common sense is always required when customers are unwilling to cooperate, however, on occasions where seeking BTP assistance is necessary, you should've asked the customer:

- to produce a valid ticket
- to pay the required fare
- provide his/her name and address.

If the customer fails to comply with all 3 requests, then this constitutes the Three Fails and BTP should be called. They're equipped to deal with such incidents and are very familiar with Railway Byelaws, but they'll expect you to have done all you can to resolve the situation yourself.

When Police Officers attend, it's often the case for customers to provide their name and address or simply pay up. Please discuss options with the Officer and use your discretion to decide the outcome. If the name and address provided is acceptable (can be verified) you may choose to issue a UFN; however, if an offence has been committed, the best course of action might be for the Police Officer to deal with the matter away from the train.