Calton Hill, Edinburgh
Welcome to Avanti West Coast

Our Passenger’s Charter is our commitment to you. We work hard to make sure every time you travel with us it is easy and you are confident and our charter tells you what you can expect from all of us at Avanti West Coast on our trains and at our stations.

It sets out the minimum level of service we are committed to, how we will compensate you if things go wrong and how you can contact us with your suggestions and concerns.

We will review this Charter annually in consultation with Transport Focus, the Department for Transport and other relevant bodies to make sure it is up to date and fair for all our customers. If you have any suggestions for us, we’d love to hear them. You can let our Customer Support team know your thoughts on 0345 528 0253.

You can get copies of this charter from the staff at stations served by our trains, from our Customer Resolution Centre or from our website at avantiwestcoast.co.uk.
Treating Our Customers Fairly

We put our customers at the heart of everything we do and every decision we make. Making sure you are safe and well and that we always treat you fairly is our highest priority. We want you to have a great experience with Avanti West Coast. So, we try and make it easy to talk to us, and we will always listen to you and take your individual circumstances into account.

Our Customer Report

We will publish our Customer Report every six months on avantiwestcoast.co.uk to update you on our plans and tell you about the improvements we have made. We will also let you know how we are performing against our customer satisfaction, reliability and punctuality targets.

The National Rail Conditions of Travel

This Passenger’s Charter sets out our commitment to you and to meeting our standards on every journey. It does not create any new legal relationship with you because of what we say we will do, nor does it affect your legal rights. For details of these rights please refer to the National Rail Conditions of Travel. Copies are available from staffed stations, from our Customer Support team or downloaded from avantiwestcoast.co.uk or nationalrail.co.uk.
Rail Passenger Rights and Obligations Regulation

You also have rights under the Rail Passengers’ Rights and Obligations Regulation (EC No 1371/2007) (“PRO”), as it applies in UK law. The PRO incorporates the ‘Uniform Rules concerning the Contract for International Carriage of Passengers and Luggage by Rail’ (commonly known as “CIV”). For an overview of these rights please visit the European Commission’s information website about passenger rights:


The Office of Rail and Road (orr.gov.uk) is the National Enforcement Body for the PRO.
How to Contact Us

Avanti West Coast Customer Resolution Centre

Write to us at:
Customer Resolutions, Avanti West Coast,
PO Box 23973, Edinburgh, EH3 5DA.
Phone: 0345 528 0253
Assisted Travel: 0800 015 8123
Textphone: 0800 015 8124
Using the online form on our website avantiwestcoast.co.uk or info@avantiwestcoast.co.uk

Customer Resolution Contact Centre opening times:
Mondays to Friday 0830 to 1800
Saturdays 0900 to 1600
(closed 25/26 December).
If your train is delayed or cancelled, you may be entitled to claim compensation under our ‘Delay Repay’ scheme. This also applies if the delay or cancellation of an Avanti West Coast train causes you to arrive late at your destination when connecting to other National Rail services.

Regardless of the reason for the delay, we will offer the following compensation if you are delayed, by 15 minutes:

<table>
<thead>
<tr>
<th>Length of delay (minutes)</th>
<th>Amount of compensation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Single ticket</td>
</tr>
<tr>
<td>15-29</td>
<td>25%</td>
</tr>
<tr>
<td>30-59</td>
<td>50%</td>
</tr>
<tr>
<td>60-119</td>
<td>100%</td>
</tr>
<tr>
<td>120 or more</td>
<td>100%</td>
</tr>
</tbody>
</table>

Of the cost of the single ticket
Of the cost of the return ticket
Of the value of the delayed journey
Compensation is for the relevant leg of your journey, for example not always the full return price.

The length of delay will be based on the published timetable, which can include any emergency timetable that we implement. Where an emergency timetable is operating, this will be publicised in advance.

If you are travelling with a season ticket, your compensation will be based on the value of the delayed journey. This will be calculated in the following way:

<table>
<thead>
<tr>
<th>Type of season ticket</th>
<th>Value of the delayed journey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>1/10 x total ticket price</td>
</tr>
<tr>
<td>Monthly</td>
<td>1/40 x total ticket price</td>
</tr>
<tr>
<td>Quarterly</td>
<td>1/120 x total ticket price</td>
</tr>
<tr>
<td>Annual</td>
<td>1/464 x total ticket price</td>
</tr>
</tbody>
</table>

If you have a combination of tickets for your journey, we will compensate you for your whole journey.

If part of your journey was with another train company, we will compensate you if we caused the delay. If we did not, we will ask the other train company to contact you. We will always let you know when we have done this.

If we issue a ‘do not travel’ warning and you follow our advice and do not travel, you can apply for compensation by using our delay repay process which is outlined below and on the website avantiwestcoast.co.uk. This applies to all ticket types.
Informing You of Your Compensation Rights

We will explain how you may make compensation claims through the Delay Repay mechanism, on posters at stations and on trains, and on our website and Customer App through easy-to-follow links.

When there are delays of 15 minutes or more, we will make on-train and station announcements about compensation (including the claim process).

If you have booked an Advance ticket through our website or App to travel on one of our services, without any connections, we will automatically pay you any compensation due.

If you are travelling on an advance ticket and a delay causes you to miss your connection, please speak to our staff who will advise you on how best to complete your journey.
Applying for Compensation

The easiest way to claim your compensation is via the dedicated compensation page on our website at avantiwestcoast.co.uk/compensation. You can make an individual claim or, if you register with us, your details will be saved to make it easier for you to make future claims and to be able to claim via our customer App. Season ticket holders can also log details of the ticket and upload a photograph, scan or photocopy which can be used for future claims.

You can also pick up a paper application form at your local station, which you can hand in to a member of staff or post to us free of charge.

You will need to show us your ticket when you make a claim. We will also accept a photograph, scan or photocopy of the ticket or, for season ticket holders, the ticket number. If your destination station has an automatic ticket gate, please explain to the staff member managing the gates that you wish to retain your ticket to make a claim.

All claims must be made within 28 days of your delayed journey, and compensation will be paid (by card payment, BACS or cheque) or in National Rail Travel Vouchers, whichever you prefer.

All claims must be made within 28 days of your delayed journey. On-line claims through the webform will be paid by your choice of card payment, BACS, cheque or National Rail Travel Vouchers. Claims received through other means (e.g. post) will be paid by your choice of cheque or National Rail Travel Vouchers as we do not accept card or BACS information via these routes.
Planning Your Journey

We offer advice, timetables and information about travelling with Avanti West Coast in all sorts of ways. Here’s how you can stay up to date:

• Speak to staff at our stations and ticket offices;
• Check the information displays at our stations;
• Read our leaflets at our stations or on our website;
• Go to avantiwestcoast.co.uk for train and journey information, to book tickets and to print your own personal timetable;
• Download our free Customer App from your App store so you can plan your journey, buy tickets and check train times and journey information;
• Follow us on Twitter @avantiwestcoast for live journey information, service updates and to have your questions answered. Our Social Media team are online 24hrs a day;
• Call our Customer Support team on 0345 528 0253 between 0830 to 1800 Mondays to Fridays, and 0900 to 1600 on Saturdays. (closed 25/26 December).

You can also get information about all UK trains from National Rail Enquiries. Just call them on 03457 484950 or go to nationalrail.co.uk. Traveline can help you with local and national bus information. You can call them on 0871 200 2233 or go to traveline.info.
Buying Your Ticket

You should have a valid ticket to travel on our trains and we make it as easy as we can by offering several ways of buying your tickets.

Buy Tickets Online, App or by Phone

You can buy tickets online using our website avantiwestcoast.co.uk or by phoning our Customer Resolution Centre. We accept most major credit and debit cards.

You can collect your tickets at any of our ticket machines, using the card you paid with. Or we can send them by post, but please allow five working days for delivery.

You can also purchase and download mobile tickets online or through our App.
Buy Tickets on the Day at Our Ticket Machines
Nearly all our stations have self-service ticket machines where you can purchase tickets. They offer a wide choice of destinations and fares including weekly and monthly season tickets.

Buy Our Full Range of Tickets at Our Ticket Offices
Our ticket office staff will sell you the most suitable ticket for your journey, including Railcards and reservations. You can pay by cash, rail travel vouchers, rail warrants or most major credit and debit cards. You can use a season ticket rail warrant to pay for season tickets or a company cheque to purchase an annual season ticket.

Ticket office opening hours are displayed at every staffed station and are also available on our website or by contacting our Customer Resolution Centre.

We try hard to make sure that you do not have to queue at ticket machines or ticket offices for longer than five minutes in the peak or three minutes at other times. We display the peak times at our ticket offices and online.

Ticket Price Guarantee
If you book a Avanti West Coast ticket through avantiwestcoast.co.uk or our Trains Tickets App and find a cheaper publicly available price somewhere else online within 24 hours of booking, we’ll refund you the difference. The ticket must be on the exact same date, time and ticket type and is for a point-to-point full journey on Avanti West Coast services.

Rail Appointed Travel Agents
You can also buy tickets from some travel agents and other outlets.
Help and Advice During Your Journey

All our staff on trains and at stations are available to help if you need advice. We have at least one member of staff on every train and 24-hour Help Points at all our stations (normally on the platform). Alternatively, you can contact our Customer Resolution Centre.

Making Sure You Have a Valid Ticket

Please make sure that your ticket is valid for the train you board before travelling. You can join any Avanti West Coast service if you have an Anytime or season ticket for the journey. However, Advance tickets are only valid on the date and train shown on the ticket and there may be time restrictions for holders of Off-Peak tickets. If your ticket is not valid for travel on the train you board you may need to buy a whole new ticket or be issued with an Unpaid Fare Notice, so if there is any uncertainty please check with a member of staff before the train departs.

Standard Class tickets are only valid in Standard Class carriages unless you have paid the appropriate excess fare.
Getting a Seat

Please make sure that your ticket is valid for the train you board before travelling. You can join any Avanti West Coast service if you have an Anytime or season ticket for the journey. However, Advance tickets are only valid on the date and train shown on the ticket and there may be time restrictions for holders of Off-Peak tickets. If your ticket is not valid for travel on the train you board you may need to buy a whole new ticket or be issued with an Unpaid Fare Notice, so if there is any uncertainty please check with a member of staff before the train departs.

Standard Class tickets are only valid in Standard Class carriages unless you have paid the appropriate excess fare.

Keeping You Secure

We work in partnership with the British Transport Police, Network Rail, and local authorities to improve security at our stations, on our trains, and in our car parks. To help reduce crime and perceptions of insecurity we operate CCTV at all of our stations and on our trains and provide Help Points on every station platform.

Please alert our staff directly or through the Help Points if you see any suspicious or antisocial behaviour.
Supporting Bike Use

We welcome the integration of train and bike travel. We provide cycle storage areas, covered by CCTV cameras, at most of our stations.

We will carry compact fully folding bikes (with wheels of less than 20” in diameter) on any train or replacement rail service provided they are folded and stowed as luggage.

Reservations for bikes are available free when buying a ticket, by calling the Customer Resolution Centre or visiting a station ticket office. Cycle storage on trains is limited and reservations are always subject to availability.

Our cycle policy is published in a separate leaflet and our timetables show where bikes may not be carried. Information is also available from staffed stations, our Customer Resolution Centre and our website.

Catering on Trains

We are committed to providing a food and drink service on all our trains. If, for any reason, we are unable to do so we will endeavour to tell you before the train leaves the station where you get on.

Please Do Not Smoke

For the comfort and safety of all our customers, smoking and the use of e-cigarettes is not permitted on any part of our trains or stations.

Smoking is allowed in open car parks and outside the station boundaries.
Have You Lost Something?

If your train terminated at any of these stations:
London Euston; Birmingham New Street; Liverpool Lime Street; Manchester Piccadilly; Glasgow Central; Edinburgh Waverley - Network Rail look after anything handed in at their luggage office and will charge a small handling cost for keeping it safe and sound. To report any lost property at the above stations or on trains terminating there, contact Network Rail via lostproperty.org/search.php or call 0330 024 0215.

If your train terminated somewhere else, e.g. Chester, Wrexham, Holyhead, Wolverhampton, Shrewsbury or Blackpool North, please call our Customer Resolution Centre on 0345 528 0253 and our dedicated team will be on hand to help reunite you with your belongings. You may be charged (guidance on these charges is available in the lost property section of our website) for the return of your item.

Planned engineering work

Our aim is to provide information on planned changes at least 12 weeks in advance on our website avantiwestcoast.co.uk. We will include this information within our published timetables when we can. Information regarding planned engineering work is also available on avantiwestcoast.co.uk and National Rail Enquiries journey planning Apps. At every station this information is displayed on our ‘Changes to train times’ posters closer to the time. You can also follow us on Twitter @avantiwestcoast or call the Customer Resolution Centre for updates.

We’ll do our best to make sure you can still travel by train for all your journeys during the work. But there will be times when we may need to take you by road instead.
When this happens, we don’t always have room for things like:

• prams and pushchairs that don’t fold
• non-folding bikes
• animals (except guide dogs)

If you need to travel with any of these things, please check the status of your journey before you leave home.

Short notice engineering work

Sometimes engineering work has to be carried out at very short notice. When this happens, we aim to provide you with the information you need to make your journey. Information on all engineering work is available from National Rail Enquiries, our website and our Customer Resolution Centre. Our staff at stations and on trains will also be able to help you.

Adverse Weather

Sometimes adverse weather has an impact on the service we can offer. When this happens, we aim to provide you with the information you need to make your journey. Information is available from National Rail Enquiries, our website and our Customer Resolution Centre. Our staff at stations and on trains will also be able to help you.
Help and Assistance

We are committed to meeting the needs of all our passengers and we will help you if you need special assistance in planning and making your journey. We want to make sure that nothing we do creates a barrier to using our services for anyone.

We have set out full details in our ‘Making Rail Accessible’ leaflet, available on our website, from the stations where our trains call or from our Customer Resolution Centre.

Our Customer Resolution Centre can advise passengers with disabilities about travelling with us. If you need help, please contact our freephone Assisted Travel service on 0345 528 0253 or use the online form on our website.

We recommend that you give us no less than 24 hours’ notice if you need assistance. If you need help with shorter notice, we will do all we can, but we might not be able to meet all your needs at every station. For assisted travel on 27th December please contact us by the 24th December.

Car parking
At most stations we provide marked bays for blue badge holders. Where these are within the station’s chargeable parking area, the normal daily car parking rate will apply.
Station and Train Facilities

We have ramps on all our trains as well as at stations to help wheelchair users and other mobility-impaired passengers to get on and off our trains. Every train has an on-board team who will help with ramps.

All our stations offer step-free access. If steps are a problem for you and there are any short-term problems, for example a broken lift, we will arrange alternative transport (usually a taxi) at no extra cost. This transport will take you to and from the nearest or the most convenient accessible station.

We provide induction loops at every station ticket office and on all Help Points to assist hearing aid users. If you need information in an alternative format such as Braille, audio, large print or tactile please contact our Customer Resolution Centre.

We provide wheelchair spaces on all services. Wheelchair spaces can be reserved, by contacting our Assisted Travel team in advance, subject to availability.

All our trains have priority seats for customers who may require additional leg room or who are travelling with an assistance dog. You can reserve these seats through Passenger Assist.

Priority Seating at stations is shown the station information pages available on avantiwestcoast.co.uk.
Expectant Mothers
If you’re pregnant, travelling with us and are worried about getting a seat, speak to our station teams before you board the train. They’ll do everything they can to get you a seat. Or, once on-board, there’s a Train Manager on every train. Let them know you’re pregnant and they’ll find you a seat.

Our Mum-to-be passes are available from our Ticket Offices - these make it easier for you to ask the Train Manager or station staff for help to find a seat.

Travelling with Young Children
All our trains have toilets and at least one facility that offers a baby-change table and space for a pushchair. If you need help lifting your pushchair onto the platform or onto a train, our staff will help you, providing that they are physically able to do so and that you carry your child separately.
Coventry Cathedral
We work with Network Rail and other operators to do our best to avoid cancellations and minimise delays. However, disruption can and does happen. When it does, we commit to:

• keeping you informed at stations and on trains by providing as much information as possible about delays;

• if you are delayed during your trip we may try to get you to your destination station if we can by other means, such as bus or taxi. If we cannot get you to that station, we will take you to the station that will work best for you. If we cannot do either of these things, we will provide you with somewhere to stay for the night, so you can continue your journey the next day;

• providing free non-alcoholic refreshments (while stocks last) on trains that are delayed for an hour or longer; and

• operating a simplified process offering compensation.
Compensation for Delays
If your train is delayed or cancelled, you may be entitled to claim compensation under our ‘Delay Repay’ scheme - see section 3.

Exceptional Circumstances
In line with the National Rail Conditions of Travel, in exceptional circumstances we will consider additional compensation for any losses or extra costs caused by the cancellation or delay to our services (for example, the cost of a new plane tickets if you miss a flight).

Please complete the complaint form on our website avantiwestcoast.co.uk/contact-and-help/complaints.

NOTE: You must not seek to recover the same money twice, for example both under our ‘Delay Repay’ claims process and the Consumer Rights Act 2015. However, claiming compensation using our ‘Delay Repay’ claims process does not affect any additional statutory rights you may have, for example under the Consumer Rights Act 2015 where we as a company are at fault.
If the train you planned to catch is delayed or cancelled, or your reservation will not be honoured and you decide not to travel, we will give you a full refund.

You will also receive a full refund if you have started your journey but disruption prevents you from completing it and you return to the starting point. Just return the unused ticket as soon as you reasonably can (and within 28 days of its expiry date) to where it was purchased. This applies to all ticket types.

If the train service is running normally and you decide not to use your ticket, we will refund your fare less an administration fee (currently £10). The exception to this is Advance tickets which are not refundable if the train service was running normally. Return your ticket within 28 days of its expiry date to any National Rail ticket office (if you bought it from a station), or to your ticket seller if you bought it elsewhere or online.

Refunds are available for the unused portion of season tickets, in most cases. Return the ticket to the station, or agent from where you bought it, and we will calculate the refund from the date of surrender. Season ticket refunds are based on the difference between the cost of the season ticket originally purchased and the cost of a season ticket for the period up to the date the ticket is surrendered. Because season tickets offer significant savings for the daily traveller, you may find that your refund is negligible if there is only a small proportion of the validity remaining. For example, an annual season ticket has no refund value after 40 weeks.
Your feedback is important to us and we offer customers a variety of opportunities throughout the year to discuss issues, ask questions and comment on our service. We take your views seriously and the feedback you give us will directly influence our business decisions.

**Online Customer Forum**

You can use our new online forum to feedback on our performance and help shape future business decisions such as timetable changes and station improvements. The forum can be accessed through our website and will be available to all customers once they have registered with us.

**Customer Feedback Tours**

We will run monthly ‘tweet the manager’ sessions allowing you to speak to our managers and will run manager feedback tours across the network. These are opportunities to raise any questions you may have and receive a real-time response. Details of these will be promoted on our social media feeds or our Customer Resolutions Team will be able to supply you with details.
Customer App
You can also contact us through our new Customer App to book tickets online, check journey information, view films and TV series on board and report faults. The App will also let you talk to us in a live environment, so you can give us your views on the go.

Making a Comment or Complaint
We train our staff to handle complaints fairly and efficiently, and to solve any problems there and then, if they can, and we provide a number of tools to enable this to happen.

Our specialist Customer Resolution Centre team is there to receive your comments or resolve your complaint. If your issue is with another train company, we will forward the correspondence to the correct company and tell you we have done so, giving you that company’s contact details.

Comments forms are available at all staffed stations, and our Customer Comments and Complaints Handling Procedure is available from our Customer Service Centre or can be viewed on our website.

Our Response Times
We aim to respond to all comments and complaints within five working days. If a full reply cannot be made within five working days, we will contact you to acknowledge receipt of your communication and explain when a full response should be available.
Please give us the opportunity to try to resolve your complaint. If you’re unhappy with the response you receive, and you are a consumer (i.e. your travel was not wholly or mainly within the course of your business) you have the right to appeal to the Rail Ombudsman.

The Rail Ombudsman is there to help resolve ongoing disputes between us both. It’s free to use their services and they are independent of the rail industry. They don’t take sides, but just look at the evidence available. They will help us both to try to reach an agreement, but if this doesn’t happen, they will make a decision based on the evidence they’ve received. If you agree with their decision, then we have to act on what they say.

You can appeal to the Rail Ombudsman if:
• you’re unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a ‘deadlock letter’); or
• we haven’t resolved your complaint within 40 working days of receiving it; and
• no more than 12 months have passed since we sent you our final response.
There are some complaints that the Rail Ombudsman won’t be able to look into, for example if it’s about the way one of our services has been designed or industry policy. If that’s the case, then they’ll contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you further, such as Transport Focus and London TravelWatch – the independent consumer watchdogs for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

**Rail Ombudsman contact details:**

Website: (including online chat) railombudsman.org  
Telephone: 0330 094 0362  
Textphone: 0330 094 0363  
Email: info@railombudsman.org  
Twitter: @RailOmbudsman  
Post: FREEPOST-RAIL OMBUDSMAN

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**The Ombudsman Contact Centre Team are available:**

Monday to Friday 0800 – 2000  
Saturday and Bank Holidays 0800 – 1300 (excluding Christmas Day)