

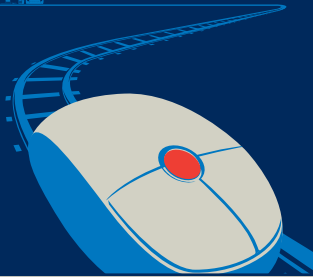
'MY JOURNEYS'

YOUR ROUTE TO A SMOOTHER TRIP

'My Journeys' gives you:

- Customised timetables for your route(s)
- Your own personalised Live Departures Board
- Interactive Engineering Works Map
- Live network disruption feed from National Rail
- Notice of ticket release dates, so you can book our lowest fares.

Register at eastmidlandstrains.co.uk
for instant, personalised, travel information.



PASSENGER'S CHARTER

VALID FROM 1 APRIL 2009

Visit: eastmidlandstrains.co.uk

For the cheapest East Midlands Trains fares and to book tickets online for all GB train journeys and through fares to Europe with Eurostar.

East Midlands Trains booking line

Call: 08457 125 678

- Booking tickets & information
- Customer service
- Group travel
- Business travel
- Season tickets
- Assisted travel

TextDirect: 18001 08457 125 678

(For people with hearing impairments).



50% recycled

This is printed on
50% recycled paper

As part of our environmental policy, East Midlands Trains is committed to minimising wastage.

The information in this leaflet was correct at the time of printing in March 2009, but may be subject to change without prior notice. East Midlands Trains does not accept liability for any inaccuracy of this information.

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GET ON BOARD.
EAST MIDLANDS TRAINS

INTRODUCTION

Our Passenger’s Charter explains our commitments to you and sets out the targets that these are based upon. It does not affect your legal rights, which are set out in the National Rail Conditions of Carriage. Copies of the Charter can be obtained from all our staffed stations or from Customer Relations. The charter can also be viewed online at our website eastmidlandstrains.co.uk

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PLANNING YOUR JOURNEY

We provide all the information you need to plan your train journey. You can find the information you need from the following sources:

National Rail Enquiries

Gives train times, fares and advice on how to plan your journey. They can tell you where trains are during their journey. Information is available by phone **08457 48 49 50** (24 hours a day, seven days a week, calls are charged at local rates and may be monitored) or from their website at nationalrail.co.uk. Call **TrainTracker™** on **0871 200 49 50** or text **8 49 50** for up-to-the minute times for today’s trains.

Traveline

This provides impartial information about local public transport services including buses, coaches, trains and trams.

Phone: **0871 200 22 33**
Website: traveline.org.uk

Plusbus

This is an integrated train and bus ticket that gives you unlimited bus travel for the day, either at the start or end of your rail journey. You can buy PLUSBUS tickets from any rail station as an add-on to any rail journey, to or from participating stations. Prices are generally between £2 and £3.

It will always give you a saving compared to the cost of buying separate tickets. The good news is that standard railcard discounts also apply, making the PLUSBUS scheme even better value. Just look for the PLUSBUS sign. It’s all explained on the web as well, visit plusbus.info to find out more.

Our website

eastmidlandstrains.co.uk offers a range of timetable, journey planning and train running information. You can also:

- Download and print timetables
- Make online timetable enquiries
- Access live departure boards and check journey information.

BUYING YOUR TICKET

Timetables

You can get printed timetables from staffed stations or you can download them from our website. New timetables are available from staffed stations and on our website, four weeks before their start date.

Ask any member of staff

We are always happy to help. Our Train Managers travel on all trains and they are happy to answer your questions. At our stations, any member of staff will be able to help you or find someone that can.

Our Customer Service Centre

Our Customer Relations advisors are happy to help you with general enquiries about our train service, making arrangements if you need help when travelling and taking comments. The contact details for Customer Relations are available on page 13.

National Rail Conditions of Carriage

This states that all passengers must buy and carry a ticket valid for the date and time of the journey they are making. So please check your tickets before travelling and keep them safe as lost and stolen tickets cannot be replaced. Copies of the National Rail Conditions of Carriage are available at staffed stations.

You must buy your ticket before you join the train, when boarding at a station that has ticket retailing facilities, either a ticket office or ticket vending machine. Failure to do so could result in you making yourself liable to prosecution for fare evasion. Please see station posters.

If you could not buy a ticket because there were no ticket retailing facilities available at the station where you started your journey you can buy a range of tickets on board. It is your responsibility to approach the Train Manager or Senior Conductor at the earliest opportunity to purchase a ticket.

Please retain your ticket until you have left the station as there maybe ticket barriers in operation or staff who may request to see it.

There are a number of ways to buy your train tickets:

Online – You can buy the full range of train tickets online using our website eastmidlandstrains.co.uk

By telephone – You can buy tickets and Railcards by telephoning **08457 125 678**. We accept most major credit and debit cards. Tickets are sent by post, so please allow five working days for delivery.

At the station – Our ticket office can sell you all types of ticket and Railcards.

- Many of our stations have self-service ticket vending machines. Further details of stations with this facility are available at nationalrail.co.uk
- You can pay by cash, personal or employer's cheque, rail travel vouchers, rail warrant or most major credit and debit cards. A list of accepted cards will be clearly displayed
- Ticket office opening hours are displayed at every staffed station and are also available on our website or by contacting Customer Relations
- Our aim is to serve you within three minutes at off-peak times and five minutes at peak times. We monitor queues so we can take action to reduce them where possible. We will display the times of peak demand at the ticket office.

YOUR JOURNEY

Getting a seat

We operate a 'walk-on' service, which means that you can join any train if you have a valid ticket for that service. As a result we cannot guarantee you a seat, especially during peak periods or disruption. Advance tickets have compulsory reservations meaning that they can only be used on the specific trains shown on the reservation card.

Your ticket

Please retain your ticket until you have departed your destination station, barrier checks may be in operation.

Seat reservations

If you reserve a seat and are unable to sit in it, our on board staff will help you find another seat. If you have reserved a seat and had to stand for all or part of your journey, we will offer you National Rail vouchers of 25% of the cost of that part of the journey towards a future journey. Please ask the Train Manager to endorse your ticket and send it, along with your reservation, to Customer Relations.

Refunds

If you decide not to travel, you can apply for a refund within 28 days of the expiry of your ticket. More details are on page 12.

Help and advice during your journey

Our promise is to have a Train Manager on every train. All our staff on trains and at stations are there to help if you need advice. There are also Help Points at many of our stations (usually on the platform). Alternatively, you can call Customer Relations on **08457 125 678**. There will be a poster at every station outlining key information and contacts relevant to that station and route.

Smoking

By law, smoking is not allowed on any part of our trains and stations, including station entrances and exits.

ENGINEERING WORKS

Planned engineering work

Our network requires a regular programme of maintenance and improvement to the track and signalling. This may mean the rail lines need to be closed temporarily causing changes to the normal timetable. Engineering work can often affect train services at weekends and public holidays, and sometimes early-morning or late-evening services. Our aim is to provide information on planned changes at least four weeks in advance. We will display this information on Changes to Train Times posters at each station and on our website.

Short-notice engineering work

Sometimes Network Rail has to carry out engineering work 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 Customer Relations, the contact details of which are on page 13. Our staff at stations and on trains will also be able to help you.

Bus replacement services

When it is not possible to provide a train service due to track works, we will provide replacement buses for all or part of the journey and we will, where possible, provide low-floor, accessible vehicles. In this case you may not be able to take:

- Large items of luggage
- Prams and pushchairs that do not fold
- Bicycles
- Animals, with the exception of registered assistance dogs.

EXTRA ASSISTANCE

We are committed to meeting the needs of all our passengers and will help passengers who need special assistance in planning and making their journey. The Assisted Passenger Reservation Service (APRS) is a national service providing customers with impaired mobility of other disabilities assistance and reassurance to make rail travel as easy as possible. All train companies support the APRS scheme and assistance can be booked for journeys throughout the rail network, regardless of the number of different train companies involved in a journey.

Our Customer Service Centre can advise passengers who need special assistance about travelling with us. Please contact our Assisted Travel service on **08457 125 678**, or TextDirect (for people with hearing impairments) on **18001 08457 125 678**. We prefer to have at least 24 hours notice if you need assistance as we may need to make arrangements such as relocating staff or booking alternative transport.

East Midlands Trains' Disabled People's Protection Policy sets out our full arrangements for passengers who need extra assistance. For a copy of our Disabled People's Protection Policy please contact Customer Relations or pick one up from one of our principal stations. It can also be supplied in a range of formats (large print, Braille and audio) by Customer Relations.

On behalf of all train companies, the Association of Train Operating Companies (ATOC) produces a booklet called Rail Travel Made Easy. It is available from most staffed stations, Customer Relations, Citizens Advice Bureaux and some libraries and is designed to give you information to help you plan your journey and get the best value for your money. It also gives details of the Disabled Person's Railcard. ATOC has also published a rail map showing accessibility to the National Rail Network for people with reduced mobility. This is available from Customer Relations or nationalrail.co.uk

Cycles

We provide extensive bike storage facilities, free of charge, at most of our stations and where we are installing CCTV at stations, we will ensure that the cycle racks are included in the coverage. We can carry up to two bikes on our trains, free of charge.

On reservable trains – Sheffield/Nottingham to London and Liverpool to Norwich. As space is limited they must be booked in advance to guarantee travel. Details of how to reserve a space are shown below.

On non reservable trains – other local routes. Space is available on a first come, first served basis. Folding bikes can be carried on all of our trains, free of charge, so long as they can be stored safely in the luggage racks.

You can reserve a space by calling – **08457 125 678** (option 2 and then 1).

Our cycle policy is available from staffed stations, Customer Relations and on our website.

Tickets

There are some discounted fares for disabled passengers. Details of these fares and information on the Disabled Person's Railcard are given in the booklet Rail Travel Made Easy.

Families

If you are an expectant mother and there are no seats available for you in Standard Class, please contact a member of staff on the train who will try to assist you and, if required, find accommodation in First Class if this is available.

Other useful leaflets

These leaflets are available from Customer Relations:

- Disabled People's Protection Policy
- Rail Map for People with Reduced Mobility
- Rail Travel Made Easy.

DELAYS AND CANCELLATIONS

Security

We work in partnership with the British Transport Police, Network Rail and local authorities to improve security at our stations, car parks and on trains. To reduce the level of crime, trespass and vandalism, we are continuing to invest in security. These measures include:

- Installing Help Points and CCTV at stations connected to our Information and Security Centre
- Installation of CCTV on local trains
- Improved lighting at stations and in car parks
- Security guards at certain locations
- Attaining Park Mark awards for larger stations.

You can report vandalism or damage to our trains or stations by informing a member of staff or by contacting our Customer Relations team on **08457 125 678**.

You can report a crime on the railway by contacting the British Transport Police on: **0800 40 50 40**.

Catering on trains

Most longer-distance services have an 'at-seat' catering trolley service or a counter service. The type of service varies depending on the route and the time of day, our timetables show which trains offer a catering service. If the advertised catering service is unavailable, we will do our best to let you know before you join the train. If your train is delayed by an hour or more, and there is catering on board with sufficient stock available, we will offer you a free non-alcoholic drink.

Lost property

Please allow a minimum of 24 hours for the items to be received at a lost property office. If your item is located you will be charged for the return of it and will be advised of this cost. To enquire about lost property, please call on **08457 125 678**.

Train service disruption

We strive to operate to our published timetable, with every train departing and arriving on time. However, we do appreciate that there are occasions when passengers are delayed on their journey. When incidents happen, we may have to change our timetables without giving warning. We always try our best to minimise disruption and to keep you informed both on the train and at stations. We will provide (or recommend) other means of travel or alternative route to ensure minimal disruption to your journey.

If disruption happens after you have started your journey, we will do our best to get you to your destination station, or provide other means of transport. When there are serious delays, staff will give you access to a telephone and help to contact those expecting you. All our trains have a public address system and our staff are linked by pager or telephone. We aim to let you know what is happening as soon as we know.

Delays and cancellations

If you are delayed we will pay the following compensation in National Rail vouchers:

- 30 – 59 minutes delayed: You will be refunded half of the cost of that part of your journey
- One hour or more delayed: You will be refunded the full cost of that part of your journey
- Over 2 hours delayed: You will be refunded the whole cost of your return ticket.

If you are a Season Ticket Holder, you will be refunded the proportionate cost of the price of the ticket. Should a period of sustained poor performance on peak services be experienced (this is measured by the number of trains arriving at their final destination within 10 minutes of their scheduled time) we will consider compensating Season Ticket holders over and above the arrangements outlined above. In doing so, we will consult Passenger Focus and London TravelWatch.

If we have had to introduce an emergency timetable, these compensation arrangements will be based upon the emergency timetable.

AFTER THE JOURNEY

If you want to make a claim, please complete a Delay Repay form, available on trains, from staffed stations or downloadable from our website and enclose your ticket (or a photocopy if it is a Season Ticket) as proof of the journey.

Please note that if you have a monthly or longer Season Ticket that was purchased before 1 April 2009, the terms of the Passenger's Charter which applied at the time you bought your ticket continue to apply. The terms of this Passenger's Charter apply to any Season Ticket renewals purchased on or after 1 April 2009. Further details are available on our website: eastmidlandstrains.co.uk

Journeys not made

If the train you planned to catch is unexpectedly delayed or cancelled and you decide not to travel, we will give you an immediate full refund, if the ticket office is in a position to do so.

If you decide for other reasons not to make your journey, you must apply for a refund within 28 days of the ticket's expiry. In most cases you will receive your refund immediately, however, this does depend on the method of payment, value of the refund and type of ticket.

We may also charge a £10 administration fee for such refunds. Some advance-purchase tickets have their own refund arrangements and in most cases are non-refundable.

If you bought your ticket through a travel agent, you should return it to that agent who will arrange a refund for you.

Please note

- If your ticket has not been collected by ticket checking staff, please retain it to support your claim
- We do not normally accept claims where trains are delayed and you were told about the delay before you bought your ticket and you still decide to travel.

Booked assistance not provided

If you had booked assistance at any East Midlands Trains station and it was not provided, we will be happy to consider offering compensation. Please contact Customer Relations for further advice or to make a claim.

There are a number of ways you can contact us. If you are writing to us by letter or email, please also include a day-time contact telephone number to help us to clarify points with you in greater detail.

Comment forms are available at all staffed stations on our route. You can also contact Customer Relations in any of the following ways:

Phone: **0845 712 5678**

Textphone: **0845 707 8051**

Post: FREEPOST RSAK-GETK-BSJX
Customer Relations,
East Midlands Trains,
Nottingham
NG2 3DQ

Fax: **0845 601 0988**

Email: Using the online form on our website:
eastmidlandstrains.co.uk or by emailing
getintouch@eastmidlandstrains.co.uk

Our response times

If you write to us by letter or email, you should hear from us within five working days of us receiving your correspondence and receive a full response for difficult issues within 20 working days. If your complaint relates to another train company, we will forward it on for you and let you know that we have done so.

ROUTE GUIDE

Our new route map shows the full range of journey possibilities with us.



If you are unhappy with our reply

We will work hard to address your concerns to your satisfaction. If you are unhappy with our response, please let us know. Alternatively, you can contact:

For Greater London, Bedford and Luton:

London TravelWatch
6 Middle Street
London
EC1A 7JA

Phone: 020 7505 9000
Fax: 020 7505 9003
Email: enquiries@londontravelwatch.org.uk
Website: londontravelwatch.org.uk

For all other areas:

Passenger Focus
FREEPOST (RRRE-ETTC-LEET)
PO BOX 4257
Manchester
M60 3AR

Phone: 0845 302 2022
Textphone: 0845 850 1354
Fax: 0845 850 1392
Email: info@passengerfocus.org.uk
Website: passengerfocus.org.uk

London TravelWatch and Passenger Focus are statutory bodies set up by Parliament to protect passengers' interests.

National Rail Conditions of Carriage

This Charter sets out our commitment to you. It does not create any new legal relationship with you as a result of what we say we will do, nor does it affect your legal rights. These are set out in the National Rail Conditions of Carriage. Copies of the National Rail Conditions of Carriage are available on request at staffed stations and can be obtained from Customer Relations or downloaded from nationalrail.co.uk

- London Services – high-speed, long-distance services from St Pancras International to Sheffield, Derby and Nottingham
- Local Services – regional services between Nottingham and Derby/Lincoln/Cleethorpes/Skegness/Worksop, and between Derby and Crewe/Matlock, and between Derby and Liverpool Lime Street.