

# PASSENGER'S CHARTER

Our commitment to providing  
a safe, high quality service



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# 1

## Welcome

Welcome to London North Eastern Railway (LNER). We aim to deliver the highest levels of service to one of the UK's finest routes.

We are continuing our journey to transform your travel experience, by adding more new destinations and more frequent train services, as well as introducing better ways to access travel information and buy tickets.

Our state of the art trains introduced in 2019, called Azuma, continue to deliver the high levels of passenger comfort, amenity and customer information, fitting for this prestigious route.

We will keep you fully informed of our ongoing progress and changes to our services, in our six-monthly customer report.

### Our promise to you

At LNER, we're passionate about creating the best possible travel experience for you. This Passenger's Charter sets out our commitments to deliver a safe, reliable and high-quality service every day.

This document explains how to get the best out of the services we offer. We review our Passenger's Charter every few years in consultation with Transport Focus and London TravelWatch, the rail industry's watchdogs. We are also delighted to hear from you directly, so if you have any suggestions please feel free to contact any member of the LNER team.

Our Passenger's Charter is designed to be simple and user friendly. The document covers the following key areas:

- Our people.
- Keeping you informed.
- Buying your tickets.
- Trains and stations.

We hope you enjoy sharing your journey with us.

## Our People

We have around 3,000 staff across our network from King's Cross to Inverness, and they are committed to providing you with an excellent customer experience and helping you in an efficient, considerate and courteous manner.

Our Customer Services team, Telephone Sales and Assisted Travel teams are available to provide information and guidance (see page 35), and staff are on hand to help at all our stations and on our trains.

Our staff will be helpful, smart and considerate as they strive to deliver a service in line with your expectations

You can recognise our staff by their name badges and all are committed to providing a positive difference to your journey.

We expect them to carry out their duties in a professional manner at all times. If you have any comments about our staff then please let us know.

### Keeping you informed

We promise to do all we can to give clear and accurate information about your journey with LNER. Our website and social media accounts will keep you updated, but you can also speak to any one of our members of staff.

### Social media

Follow us on Twitter @LNER for the latest information affecting your journey and to ask us questions and give us your suggestions.

### Our people

All our staff will have access to the latest information at their fingertips through smart-devices, which we have provided them with.

### Our website

Detailed information about all our services is available on our website [LNER.co.uk](https://www.lner.co.uk) where you can download timetables, plan your journey and access live departure information. You can also register for live information about your journey; simply sign up on our website.

## Our mobile app

Why not download our app to your smart phone or tablet? You'll get live train information and a journey planner service. Go to [LNER.co.uk](http://LNER.co.uk) or find it on your device's app store.

## Timetables

You can find train times on our website, by visiting our Travel Centres or by calling our Customer Service Team who can print the relevant information for you if required. Timetables can also be viewed and printed at [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

When we introduce new timetables, information will be available at all stations and on our website at least 28 days before they come into effect. Our timetables come in other formats (e.g. large print), which are available on request from our Customer Services team.

## At stations

All our stations will have more Customer Information Screens, ensuring you have access to real-time information. We will also have posters at our stations which are updated on a regular basis, detailing the services we offer.

You can also pick up leaflets from station and customer information points. Most of this information can be found on our website or can be posted to you by our Customer Services team. They're also available in other formats such as large print, audio and Braille.

## Over the phone

Just get in touch with our Customer Services team to stay updated. Simply call LNER on 03457 225 333.

## National Rail Enquiries

Timetables and fares for journeys with all train companies are available from National Rail Enquiries on 03457 48 49 50.

They're open 24 hours a day, seven days a week. Calls may be monitored for training purposes. You can also go online at [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## Buying Your Ticket

We want to make it easy for you to buy a ticket for your journey. Of course, you need to buy a valid ticket before you travel with us and keep it with you during your journey.

The lowest priced 'Advance' tickets are usually available to buy 12 or more weeks before travel. Try to book as early as possible to avoid disappointment - by booking further in advance you'll get the widest choice of fares at the best prices. You can register for ticket alerts on our website to be notified when tickets go on sale at [LNER.co.uk](https://www.lner.co.uk)

There are lots of ways to buy your ticket to travel with us, or across the National Rail network, and we're committed to making sure it's clear and fuss-free.

We'll make sure that when you buy a ticket from us you're given clear and consistent information about the ticket and any restrictions around its use.

### From our website

You can buy a ticket for any National Rail journey from our website [LNER.co.uk](https://www.lner.co.uk) and choose how you get it:

- Self print or load onto your mobile phone (only certain ticket types).
- Collect your ticket from most stations with a self-service machine or Travel Centre. Be sure to bring the card you used to buy your ticket, along with the booking reference number for your ticket. Please arrive early in case there is a queue.
- Get your ticket by First Class post or Next Day Special Delivery, please see our website for details.
- From our mobile app.

### From our Travel Centres at stations

Our staff will always provide impartial advice to help you choose the right ticket for your journey. They will also provide you with travel information and tickets for journeys across the National Rail network.

Please arrive at the station in plenty of time to buy a ticket if you haven't already bought one in advance. Our aim is to make sure you don't wait more than five minutes to buy a ticket during peak times, or three minutes at other times.

We clearly display peak times, Travel Centre opening times

at our stations, and details of how to buy tickets outside those hours. This information is also available on our website and from our Customer Services team.

Our Travel Centres accept cash, most credit/debit cards, and National Rail travel vouchers.

## **From another train operator or rail ticket retailer**

You can buy tickets from other train operating companies or through rail-appointed travel agents.

## **From self-service ticket machines**

All our stations have self-service ticket machines to sell tickets for any destination on the GB rail network, which accept most credit/debit cards\*. You can get discounts from self-service machines with a valid railcard, and you can buy Advance tickets from these machines.

Please make sure you collect all the tickets required for your journey.

When collecting tickets, you'll need to bring the credit or debit card you used to book, as well as the booking reference number.

If you don't have the same card with you, contact the retailer from whom you bought the ticket no later than the day before travel. If our self-service ticket machines are out of service, collect your tickets from one of our Travel Centres.

## **Over the phone**

You can call our Telephone Sales team to buy tickets to travel with us or for any other journey on the National Rail network.

You can collect your ticket from most stations with Travel Centres or self-service machines, or we can send you an eTicket by email.

\* Our machines cannot read different shaped cards such as Mint credit cards.

## Onboard

If you get on a train without a valid ticket you will have to buy the Anytime Standard single or return fare for your journey. Unless you have a Disabled Persons Railcard, you will not be able to use a railcard discount.

The exceptions to this policy are:

- If you're unable to buy a ticket because the Travel Centre is closed.
- If a self-service ticket machine is not fully working (eg. not accepting cash).
- If you are disabled and unable to access our ticket facilities.
- If you have a disability which has prevented you from accessing our ticket buying facilities.

In these circumstances, you can buy any available ticket on the train on the day of travel, including railcard discounts if applicable.

## Fraudulent travel

We're determined to stamp out fraudulent travel. It is not fair on those customers who pay and when fare evasion amounts to deliberate fraud we will take legal action.

## Ticket checks

Please keep your ticket with you for the duration of the journey and present it for checking when asked by our onboard or station teams, or when using ticket barriers.





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# Our Trains and Stations

We do everything we can to ensure our stations and trains are comfortable, well maintained and have the facilities you need to enjoy your journey. We conduct daily inspections to ensure standards of cleanliness are being met.

Our helpful and professional staff are available to help at every stage of your journey to make sure you feel safe and that our trains run on time.

We manage the following stations along our route:

- Peterborough
- Grantham
- Newark Northgate
- Retford
- Doncaster
- Wakefield Westgate
- York
- Darlington
- Durham
- Newcastle
- Berwick-upon-Tweed

We also have a staff presence at London King's Cross, Stevenage, Leeds and Edinburgh Waverley stations.

Every station displays the station manager's name, useful telephone numbers, Travel Centre opening hours, details of how to buy tickets, as well as local information and transport connections. If you'd rather speak to someone in person then speak to a member of staff, or use one of our help points.

Our onboard team will update you during your journey, including key rail connections and service disruptions. They're on hand to make your journey as smooth as possible and will be happy to give advice and information about your journey.

## Getting to and from our stations

You can find out how to get to or from our stations by visiting [www.traveline.info](http://www.traveline.info)

You can also phone Traveline on 0871 200 2233.

PlusBus provides you with unlimited local bus travel and is available for 28 towns and cities along LNER routes and over 290 towns across Britain. You can buy PlusBus with your train ticket for a discounted price. Visit [www.plusbus.info](http://www.plusbus.info) for more details.

## Security

All our stations are monitored by CCTV and are accredited by the Secure Stations Accreditation scheme. This scheme, which is managed by the Department for Transport and the British Transport Police, sets station design and management safety standards for crime reduction at stations. CCTV is fitted to all our trains.

Car parks are regularly monitored and enforcement carried out when necessary. We continue to work with the British Transport Police, Network Rail and local authorities to maintain and improve this standard across the franchise.

All our station car parks are Park Mark accredited. The award is given by the police to car parks that have reached the standards of the safer parking scheme.

## Seat reservations

We try to make sure every customer has a seat for their journey, so we recommend that you make a seat reservation to ensure you're not left standing.

Seat reservations are available on all our services and we automatically include seat reservations with all Advance tickets and business ticket packages.

If you have an Anytime or an Off-Peak ticket and would like to make a reservation, please do this when you buy your ticket. You can reserve a seat up to 5 minutes before departure on the LNER website or app, or by visiting a Travel Centre anywhere in the GB. If you need priority seating or space for a wheelchair, please contact our Assisted Travel team on 03457 225 225, or via our webchat facility at [LNER.co.uk](http://LNER.co.uk)

If you have an Advance ticket or make a seat reservation for an LNER service and it is not provided, our Seat Guarantee Policy on page 26 explains your options for compensation.



## Bicycles

Parking for bicycles is available free of charge at all our stations, as well as at London King's Cross, Leeds and Edinburgh Waverley. For stations, north of Edinburgh please contact ScotRail.

We carry bicycles on all our services, but unfortunately space is limited so we can only take a certain amount on each train. So, if you want to take your wheels with you, please reserve a space as soon as you can as we won't be able to take them without one. Reservations are free and can be booked online at [LNER.co.uk](https://www.lner.co.uk) or over the phone on 03457 225 333. You can also reserve a space for your bicycle from LNER stations and Travel Centres.

You do not need a reservation to carry a folding cycle on our trains and these can be stowed in the luggage racks at the end of each coach. Please keep them folded until you get off the train.

When coaches or buses replace trains, which only normally occurs when there is planned engineering works, we won't be able to carry bulky items such as bicycles.

## Luggage

You can take up to three items of luggage onto the train. Occasionally we may need to ask you to limit your luggage if there is not enough room for it, your luggage would obstruct doorways, gangways or corridors, or the loading or unloading of your luggage would cause delay to trains. You will normally need to manage your luggage without additional help.

We recommend labelling your luggage with your name, contact number and destination station.

If you have reduced mobility and have arranged for assistance in advance, our staff will happily help you where your luggage meets the above criteria and weighs no more than 23kg.

You can bring a pram or pushchair with you on our trains, however these must be folded down and stowed safely during the journey.

## Animals

You can take up to two dogs on leads, cats, or other small domestic animals (in a carrier) with you for free when travelling on our trains. Assistance dogs and other well-behaved dogs on leads are permitted in our First Class lounges. For the comfort of other customers, animals must not occupy a seat.

## Catering on our trains

Most of our trains have a Cafe Bar and an at-seat ordering facility\* in Standard. Our First Class catering offer includes complimentary seasonal food, drink and snacks.

You can find out about our current menus and prices on our website.

## Wi-Fi

Wi-Fi is available on all our trains, free of charge, in both Standard and First Class, as well as in all our First Class lounges, and at Peterborough, Grantham, Newark Northgate, Retford, Doncaster, Wakefield Westgate, Darlington, Durham and Berwick upon Tweed stations. For more details on how to access this service please see our website.

Our Wi-Fi Support team are available to help if you experience any problems. You can contact them on 01163 663 336 or email them at [WiFi@LNER.co.uk](mailto:WiFi@LNER.co.uk)

## Lost property

If you lose something on board or at one of our stations, we will do our best to return it to you. To report your loss, you can complete an automated form on our website, speak to a member of staff as soon as you can at any of our stations or contact our Customer Services team. Any lost property will be logged onto our database then handed in to our nearest station. After 28 days, the item will be sent to our central store at Newark Northgate. However, if it is handed in at London King's Cross, Leeds or Edinburgh Waverley, we will hold onto it for two days before it is passed to the Excess Baggage Company at that station. There may be a charge to retrieve items from the Excess Baggage Company. Our trains also terminate at Aberdeen or Inverness stations. If your item is found at either of these stations it will be handed to ScotRail to store with their lost property.

If your item is handed in you can collect it from the relevant station or, if you're happy to cover the cost, we can post it to you instead. We do not charge for the storage.

\* a smartphone or other suitable device is required to access this service.

## Customer service on other National Rail operators' services

As our trains stop at several stations which we do not manage ourselves, we are committed to working with other train operating companies and Network Rail to provide you with a consistent, seamless and high-quality experience before, during and after your journey with us.

If you use services provided by other National Rail operators and you wish to have a copy of their Passenger's Charter, please ask at a station or contact our Customer Services team.

## Smoking

Smoking, including vaping and e-cigarettes, is not permitted in any part of any station or train, including open platforms, toilets and immediately outside station entrances and exits.

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## If you need Extra Help or Assisted Travel

We are committed to providing easy and convenient access to our service for all our customers. We work to make sure that nothing we do creates barriers to disabled people using our services.

All our stations are staffed and frontline staff are trained to assist any disabled or older person off the train who needs assistance.

We participate in the National Rail booking system, Passenger Assist, which means we can book your entire train journey even if you change onto another operator's trains and need help with assisted travel.

## Booking assisted travel assistance

You can book assistance up to two hours prior to your train's departure time by calling the Assisted Travel team on 03457 225 225 (24 hours), using text relay on 18001 03457 225 225, by filling in our web form when booking your ticket at [LNER.co.uk](https://www.lner.co.uk) or by emailing the team at [Assisted.Travel@LNER.co.uk](mailto:Assisted.Travel@LNER.co.uk). You can also book assistance using the Passenger Assistance by Transreport App.

Assistance can also be booked via webchat which is accessed on our website at [LNER.co.uk](https://www.lner.co.uk)



We understand assistance might be needed for journeys you might have to make at very short notice, or that you may not be able to tell us in advance what time you're planning to travel. In these circumstances, we'll do everything we can to provide the assistance needed and if we can't guarantee this, we'll always tell you why. If you are travelling with us and will need help getting off the train and haven't arranged this in advance, please let our team on the train know and they will arrange help for you.

Our dedicated Assisted Travel team can help you with:

- Information about the accessibility of our stations and trains.
- Buying and booking tickets.
- Booking assistance at all stages of your journey.
- Making seat reservations, and booking wheelchair spaces.

## Our accessible travel policy

You can find more information about travelling on our network in our leaflet Making Rail Accessible: Helping Older and Disabled Passengers, which you can find on our website, at our stations, or by contacting our Customer Services team. This includes details about discounted tickets, accessibility features at our stations and on our trains, what to expect if your service is delayed or cancelled, and much more.

As with all our documents, you can get this policy in other formats, such as large print, Braille or audio.

Further information on station access can also be obtained from [www.nationalrail.co.uk](http://www.nationalrail.co.uk) or National Rail Enquiries on 03457 48 49 50 (textphone 0345 60 50 600).

If you booked assistance to or from any of our stations using the passenger assistance service and it isn't provided, we will provide you with compensation. See page 29 for details.

## Your data

At LNER, we take the care of your personal details seriously. All your data will be held in secure computer or office systems. We will always ask you in advance whether we have your permission to hold your data on file to allow us to contact you about our services and offers. We will not give your data to third parties without your express permission and will always ask in advance whether you agree to this.

You have the right to ask us to delete any information we hold on you at any time. Please email our Data Safe team





on [Data.Safe@LNER.co.uk](mailto:Data.Safe@LNER.co.uk) or write to them at Data Safe, East Coast House, 25 Skeldergate, York, YO1 6DH.

On receiving a request, we aim to remove your data within 20 working days.

We will not store your data for longer than necessary. If you choose not to give permission your data will be deleted from our systems within 20 working days.

## 6

### **Service Disruption**

Sometimes planned engineering work to improve rail services means we cannot operate our regular timetable. In these circumstances, we may have to change train times, or run a rail replacement service.

A summary of planned engineering work will be available 12 weeks in advance on our website. Full details will be available as early as possible and not less than seven days in advance. This information will also be displayed at every station on our 'Changes to train times' posters, closer to the time. You can also follow us on twitter @LNER or call our Customer Service Team for updates.

We will do our best to make sure you can still travel by train for all of your journey during the engineering work, but there may be times when we may need to take you by road instead.

When coaches or buses replace trains, we won't be able to carry bulky items such as bicycles, oversized luggage, some animals and other articles which cannot be carried safely by road transportation.

Our staff will be fully informed of the arrangements and will be on hand to direct you to the right area to ensure you complete your journey.

#### **Short notice engineering work**

Sometimes Network Rail are required to carry out engineering work at short notice and we will be unable to give you much warning. When this happens, we'll let you know as far in advance as we can. Information will be available from our stations and staff, our Customer Services team, National Rail Enquiries, as well as being displayed on our website.

## Looking after you when services are delayed

Despite our best efforts, sometimes there may be delays to your journey. When this happens, we will always do everything we can to minimise the disruption to you.

As soon as we know what is happening we'll let you know, and ensure we update you with the latest information at regular intervals. Our staff will provide information and assistance to help you find the best options to complete your journey with the minimum of delay and inconvenience.

If you have someone meeting or waiting for you, our staff will help you to contact them to tell them that you are delayed. All our staff have phones which you can use at times of disruption.

You'll be able to find information about how to make your journey onboard our trains, at stations, on our website and app, on the National Rail Enquiries site, and via travel bulletins on local radio and television.

Our dedicated Customer Service team can help you with any requirements you may have. Alternatively, you can find relevant information at:

- [LNER.co.uk](https://www.lner.co.uk)
- National Rail Enquiries 03457 48 49 50.
- Texting TrainTracker™ on 8 49 50.
- Our text and email Travel Alert service.
- Our mobile app.

Unfortunately, we can't usually delay our trains for late-running connections and, if our trains are running late, it is not always possible for other train companies to 'hold' their trains to maintain connections either.

If you miss a connection because an LNER service is running late or is cancelled, we'll help you re-plan your journey to keep the inconvenience to a minimum.

We will arrange alternative transport to get you to your destination if:

- The next connecting train is 60 minutes later than the one you should have caught; and
- Alternative transport will get you there quicker than waiting for the next train.



We will also arrange alternative transport if problems with an LNER service cause you to miss the last connection of the day to your destination.

Where a delay or cancellation of an LNER service makes it impossible to get you to your destination at a reasonable time, either by train or alternative transport, we will:

- Arrange for you to return to where you started your journey, or another appropriate location, and ensure that you can travel again the next day, or
- Provide overnight accommodation and ensure that you can travel the next day.

In these circumstances, if you decide not to travel the following day (i.e. you abandon your journey entirely), we will give you a full refund on the price of your ticket, whether single or return.

If you are delayed by 60 minutes or more on any of our trains, or stations because of a problem with our services, we will offer you complimentary refreshments, while stocks last.

## 7

# Refunds

## Due to disruption of train services

If the train you planned to catch is cancelled, delayed, or your reservation is not honoured, and as a result you decide not to travel, or abandon your journey on route, please return the unused ticket to the point of purchase within 28 days of the intended date of travel. The company responsible for the sale of the ticket will give you a full refund, either immediately or soon after. You will not be charged an administration fee.

If you have purchased an Advance ticket and your train is cancelled or delayed, or if you missed your booked train due to a delay on another train service, staff will help you to continue your journey. If you decide not to travel due to the disruption, you can claim a refund on any unused tickets without needing to pay an administration fee.

If we issue a 'do not travel' warning and you follow our advice and do not travel, you can apply for a full refund from the point of purchase if you have a single or return ticket. If you have a season ticket and are unable to travel, please contact our Customer Service Team who will process compensation covering the cost of the journey.

## If you decide not to travel for any other reason

Even if the train service is running normally, but you decide not to travel for your own reasons, you will be eligible for a refund in many cases, subject to an administration fee of up to £10. To claim your refund, you must return your unused ticket to the point of sale within 28 days of the ticket's expiry date. The exception is most Advance tickets (i.e. where you must specify the date and time you will travel at the time of purchase) which are sold on a 'no refund' basis.

## How to claim your refund

If purchased from:

### Travel Centre windows or self-service ticket machines

Return ticket to any Travel Centre within 28 days of your ticket's expiry date. If the ticket was sold by the train company who manages that Travel Centre, you will receive your refund immediately. If the ticket was sold by a different company, the staff in the Travel Centre will provide you with a receipt and send the refund request to that operator on your behalf. The company who sold the ticket will then send the refund to you directly.

### Website

- Follow instructions for claiming a refund at [LNER.co.uk](https://www.lner.co.uk)
- Call our Customer Service Team on 03457 225 333, or
- Post your ticket with a covering letter to our Customer Service Team (see page 35 for contact details).

### Telephone booking team

Post your ticket with a covering letter to

LNER Telesales  
FAO Gosforth Office  
Atlas House  
Cramlington  
NE23 1WG

### Purchased from a third party

If purchased from:

- A National Rail appointed travel agent.
- Another train operating company.
- An independent retailer.

Contact the company who sold you the ticket.

## Season ticket refund

If you no longer need your Season Ticket and wish to apply for a refund, return it to the Travel Centre where you bought it from. If you bought your Season Ticket online, you can apply for a refund via your LNER online account or by emailing [Season.Tickets@LNER.co.uk](mailto:Season.Tickets@LNER.co.uk). A Season Ticket refund will not be processed while you wait, but it will be posted to you as soon as possible.

Alternatively, you can post your ticket to our Season Ticket Refund Team (see page 34 for contact address) or:

- Follow instructions for claiming a refund [LNER.co.uk](https://www.lner.co.uk)
- Call our web support team on 03457 225 111.

The amount refunded is 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 returned to us. Therefore, you may find that you receive a smaller refund than you were expecting or perhaps nothing at all. For example, an annual Season Ticket has no refund value after 10 months and 12 days, although they are still valid for travel until the expiry date.

If you move to a new house, change your place of work or wish to change the class of travel, you may apply to exchange any Season Ticket with at least seven days remaining, for one with the same expiry date for your new journey or class. This is called a changeover.

A changeover may be applied for at the Travel Centre where the original ticket was issued or at any station relevant to the new journey. The new Season Ticket will start on the day following surrender of your original ticket.

If you're a Season Ticket holder and unable to travel for more than four weeks due to sickness, you can apply for a discretionary partial refund for that time. In assessing an application, we may ask for supporting documentation such as a medical certificate.

## Flexi Season ticket

Your Flexi Season ticket is only valid for 28 days. If you haven't used all 8 day passes you may be entitled to a refund if you apply before the end of the 28 day validity period. There must be a minimum of one unused day pass left to refund and an admin fee of up to £10 will apply.

# 8

## Compensation

### Our compensation policy

Unfortunately, things will sometimes go wrong. We provide compensation in three circumstances. If you:

- Are delayed by 30 minutes or more – this is called ‘Delay Repay’.
- Book Passenger Assist and we don’t deliver on our promise.
- Reserve a seat, but it’s not available and we can’t find you an alternative – this is our ‘Seat Guarantee’.

We will however consider awarding compensation in other circumstances as we do review each case on its merits. When we consider it appropriate to award compensation, we will confirm to you how much we will pay in our response.

### How does it work?

If you arrive at your destination station late (30 minutes or more) as a result of a delay to and/or cancellation of our services, you’re entitled to claim compensation.

We won’t provide compensation under more than one scheme for the same journey, but if more than one applies we’ll use the scheme that is most generous to you.

### Delay repay

If one of our trains runs late or is cancelled and because of that you get to your destination station 30 minutes or more later than scheduled, ‘Delay Repay’ applies.

### Here’s how it breaks down

#### 30 to 59 minutes’ delay

Compensation of at least 50% of the cost of your single ticket or at least 50% of the cost of the relevant portion\* of your return ticket.

#### 60 to 119 minutes’ delay

Compensation of at least 100% of the cost of your single ticket or at least 100% of the cost of the relevant portion\* of your return ticket.

\* By “relevant portion” we mean the outward or return portion of a return ticket depending on whether you were delayed on your outward or return journey.





## **120 minutes' delay or longer**

Compensation of at least 100% of the cost of your single ticket or at least 100% of the cost of your return ticket.

Compensation will be paid in the format you selected when completing a claim form.

If there are delays and cancellations we will always try to tell you before you buy a ticket, so we don't normally accept claims if you knew there was a disruption and still decided to buy a ticket. However, we treat each claim on its merits and will never automatically rule out compensation.

If we introduce an emergency timetable and full details are on our website by 22.00 the day before, entitlement to 'Delay Repay' compensation will normally be measured against the revised timetable.

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 pass the application on and ask the other train operating company to contact you. We will always let you know when we have done this.

## **Informing you of your compensation rights**

We will explain how you may make 'Delay Repay' compensation claims through posters at stations, on trains, on our website and our app through easy-to-follow links. Where there are delays of 30 minutes or more, we will make on-train announcements about compensation (including the claim process). We will also publicise through our website and app when compensation is payable.

## **How to claim**

We offer an automated process via our website and mobile app. Alternatively, you can fill in a freepost Delay Repay claim form. They can be picked up at all stations where our trains stop - the form can also be completed on our website. If one of our trains is delayed by 30 minutes or more, our onboard staff will hand out information detailing how to claim whenever possible.

When submitting a claim, attaching your ticket, please ensure it gets to us within 28 days of the delay. We aim to process claims within 10 working days.

If you have booked your Advance ticket on [LNER.co.uk](https://www.lner.co.uk) you will automatically receive notification of your delay repay entitlement which can be claimed using our one-click compensation scheme.

If you have a weekly Season Ticket, make your claim once it has expired. If you have a monthly or longer Season Ticket, you can make your claim anytime within 28 days of the delayed journey. Season Ticket holders will need to claim for each individual journey delay.

If you have been delayed and your destination station has automatic ticket gates, please show your ticket to a member of gateline staff and say you need to keep the ticket. They will open a gate for you.

## Season tickets

If you have a weekly Season Ticket, please make your claim once it has expired. If you have a monthly or longer Season Ticket, please include a copy of it when making your claim. If you have a Flexi Season Ticket, a claim can also be made if you have activated a day's worth of travel and your train is delayed.

Delay Repay for Season Ticket holders works in the way as described above, except the "cost of your single ticket" is calculated like this:

- Price of weekly Season Ticket divided by 10.
- Price of flexi Season Ticket divided by 16.
- Price of monthly Season Ticket divided by 40.
- Price of quarterly Season Ticket divided by 120.
- Price of annual Season Ticket divided by 464.

## Sustained poor peak performance

If you make 12 or more valid Delay Repay claims for journeys taken in any four-week period you will be offered, on top of your Delay Repay compensation:

- Either two complimentary journeys on LNER, or
- National Rail travel vouchers to the value of a single journey between the stations for which your season ticket is valid.

You can choose which one you want to receive.

If you suffer a period of sustained poor peak punctuality\* and you're a Season Ticket holder, we may be able to pay out over and above the arrangements set out above.



Additional compensation will be agreed in consultation with Transport Focus and London TravelWatch.

## Booked assistance

If you have booked assistance at one of our stations but it isn't provided, we will give you compensation on the following basis.

Single ticket	100% of the value
Return ticket	50% of the value

Please contact our Customer Services team to make a claim - you'll need your assistance booking reference number, so please have it to hand.

## Seat guarantee

If you've reserved a seat but it's not available, our staff will try to find you another seat on the train. If none are available then we will compensate you for the inconvenience under our Seat Guarantee Scheme.

Single ticket	100% of the value
Return ticket	50% of the value

If you reserved a seat in First Class, but the only seat we can find you is in Standard, we will refund the difference between the First Class fare you paid and the equivalent Standard fare.

## How it works

If another seat can't be found on the train, one of our onboard team will endorse your ticket or seat reservation coupon to allow you to make a claim. They will do the same if you reserved a seat in First Class, but the only seat we can find you is in Standard.

Claim forms are also available at our stations or you can make a claim via our website. Compensation will be paid out in the format you selected on the form.

It will speed the process up if an endorsed ticket or seat reservation coupon is provided.

\*Peak trains are scheduled to arrive at London King's Cross between 07.00 and 09.59 and trains scheduled to depart from London King's Cross between 16.00 and 18.59 on Mondays to Fridays, excluding Bank Holidays.

## Lost and Forgotten Tickets

We understand things can go wrong when collecting tickets. Forgotten wallets, misplaced booking references and dropped tickets are all beyond our control. Luckily, we have staff at all our Travel Centres and onboard our trains who will provide you with help and advice so you can get to where you want to be.

If you cannot find your ticket you should speak to a member of our team before commencing your journey. If you board a train without a ticket or other required documents such as a Railcard, you may be asked to purchase a new ticket or be issued with an Unpaid Fare Notice (UFN), which details the fare that is due. This will give you 28 days to contact us with the proof required. If you don't do this within that time, you will need to pay your UFN. Failure to pay could result in further action being taken to recover the outstanding amount owing, including prosecution where appropriate. In certain other cases you may be issued with a Ticket Irregularity notice, in that case we will write to you with the next steps. The type of notice issued will be made clear to you at the time. Contact details for our Prosecution Team are shown on both types of notice.

### Lost or forgotten reservation

If you have a copy of your booking confirmation and your travel ticket (and assuming the ticket is valid), don't worry, you can travel.

### Buying a ticket onboard our trains

We appreciate that sometimes you will not be able to buy a ticket at the station before you board, due to the Travel Centre being closed or self-service ticket machines not working. If this happens speak to our onboard staff, who will find out why the problem occurred and issue you with the cheapest available ticket for your journey. If you board without a ticket where the Travel Centre was open and/or self-service ticket machines were working, you will be liable to buy the Anytime single or return ticket to make your journey.

## Comments and Feedback

We love to hear your comments and suggestions so we can keep improving our services and facilities.

You can email our Customer Service Team directly at [Customers@LNER.co.uk](mailto:Customers@LNER.co.uk) You can also use our freepost 'Comments and Compliments' forms which are available online and from all our stations. Completed forms can be handed in at any LNER station or posted to us.

We aim to respond to all customer contacts within 10 working days.

You can also contact us via Twitter or Facebook.

Get in touch, we would love to hear from you.

## Complaints

We empower and encourage our staff to resolve any issue or complaint you may have. If our staff cannot resolve your issue, then please contact our Customer Service Team. Full details of how you can make a complaint are provided on our website.

We take your comments or complaints seriously, so when you make a complaint, we'll investigate matters fully and give you an explanation regardless of who was responsible; ourselves, our contractors or our suppliers.

We will handle all complaints in accordance with our Customer Complaints Handling Procedure. You can see this in full on our website or ask for a copy from our Customer Services team.

All your comments, concerns and suggestions will be recorded and used to shape the future of LNER. Each month we review these and report on the key issues and trends to the LNER board of directors, so you can be sure your voice is being heard.

If your complaint involves another train company, we will pass your comments on and let you know what we have done. The other company will reply to you directly.

Please give us the opportunity to try to resolve your complaint. If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve on going complaints/disputes between us and our customers/passengers. 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 or 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.

## **Please find below the relevant contact details for the Rail Ombudsman**

**Contact Centre team are available:**

Monday to Friday 09:00 -17:00

**Website (including online chat):** [railombudsman.org](http://railombudsman.org)

**Telephone:** 0330 094 0362

**Textphone:** 0330 094 0363

**Email:** [info@railombudsman.org](mailto:info@railombudsman.org)

**Twitter:** @RailOmbudsman

**By Post:** FREEPOST – RAIL OMBUDSMAN

## **Your consumer rights**

The Consumer Rights Act 2015 (CRA) provides consumers with rights to claim money back, where a service is not performed with reasonable care and skill. We consider each claim individually and our team will offer compensation above that set out in this Passenger's Charter where we see that as being appropriate.



For further information regarding your rights when travelling on our services as a consumer, please visit the website [gov.uk/consumer-protection-rights](http://gov.uk/consumer-protection-rights)

Where you are claiming in these circumstances due to a delay or cancellation, you cannot claim for the same delay or cancellation under both the CRA and 'Delay Repay'.

## **Listening to and acting on customer feedback**

We will measure our customer satisfaction and report the results to you, using our website and posters at our stations.

We will use Wavelength, an independent external measurement programme conducted by the Rail Delivery Group (RDG), to complement our extensive internal audit programme.

If you are asked for your opinion of our services in an email from us after your journey or after you have contacted our customer services team, please find time to take part. In addition, you may be invited to join our online customer community to provide feedback on your experiences with LNER or to help us develop new customer initiatives. The information you provide helps us prioritise and deliver improvements across our business.

## **Punctuality and reliability**

We will work with Network Rail and the Department for Transport to deliver a punctual and reliable train service taking a proactive approach to all issues that may impact on our ability to deliver our advertised timetable.

Punctuality is measured as a percentage of all LNER services which arrive at their destination within ten minutes of the advertised time: this is known as the Public Performance Measure (PPM) and is a National Rail industry standard. We publish our results in a six monthly report as well as advertising them at our stations.

## **Customer report**

We will publish a customer report, in Spring and Autumn of every year. This will update you on the improvements we have made and what improvements you can expect in the future. The report will show how we are performing against our targets for customer satisfaction, punctuality and a range of other measures.

The report is available to download from our website, [LNER.co.uk](http://LNER.co.uk), or you can pick up a copy from one of our stations.

## Refunds

**For refunds of tickets purchased over the phone from our Telephone Sales team:**

LNER Telesales  
FAO Gosforth Office  
Atlas House  
Cramlington  
NE23 1WG

**For refunds of tickets purchased from our website:**

LNER Web Support  
PO Box 1259  
Crawley  
RH10 0JR

**For Season Ticket refunds:**

Season Ticket Refund Team  
East Coast House  
25 Skeldergate  
York  
YO1 6DH

Copies of this Passenger's Charter are available from London North Eastern Railway stations, our Customer Services team or via our website, [LNER.co.uk/Passenger-Charter](https://www.lner.co.uk/Passenger-Charter)

It's also available in other formats on request from the Customer Service Team.

## National Rail Conditions of Travel

The Charter sets out our commitment to you and to raising our standards. It does not create any new legal relationship with you because of what we say we will do, nor does it adversely affect your legal rights.

These are set out in the National Rail Conditions of Travel which can be obtained from our Customer Service Team or online at [www.nationalrail.co.uk](https://www.nationalrail.co.uk)

## How to Contact Us

### Customer Services (including Website bookings)

**Email:** [Customers@LNER.co.uk](mailto:Customers@LNER.co.uk)

**Post:** London North Eastern Railway  
Freepost RTUH-TUGH-GCLZ  
Cramlington  
NE23 1WG

**Telephone:** 0345 7225 333

**Opening times:** Monday to Sunday 08.00–22.00  
(Closed Christmas Day and Boxing Day)

### Assisted travel

**Email:** [Assisted.Travel@LNER.co.uk](mailto:Assisted.Travel@LNER.co.uk)

**Telephone:** 03457 225 225

**Text Relay:** 18001 03457 225 225

**Opening times:** 24 hour service available  
(Closed Christmas Day and Boxing Day)

### Telephone Sales team

**Telephone:** 03457 225 225

**Opening times:** Monday to Friday 08.00–22.00  
(Closed Christmas Day and Boxing Day)

### Group travel

**Telephone:** 03457 225 225

**Opening times:** Monday to Sunday 08.00–20.00  
(Closed Christmas Day and Boxing Day)

# Our Services



\* Expected to open May 2022