



TRAFNIDIAETH CYMRU  
TRANSPORT FOR WALES

# Passenger's Charter

Transport for Wales Rail Services



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## WELCOME

Welcome to Transport for Wales (TfW) Rail Services, the new 15-year contract operating passenger rail services and stations across Wales and Borders network. Transport for Wales will operate this new service in partnership with KeolisAmey, a proven joint venture that helped to deliver significant change with the Greater Manchester Metrolink and London's Docklands Light Railway.

From today and over the next five years, you will become aware of our new brand transforming stations, trains and facilities as you make your journeys across Wales and beyond to Manchester, Birmingham and the Marches. Our new brand is part of our vision for delivering a transformational, integrated transport system in Wales, providing high-quality, safe, affordable and sustainable transport for all.

This Passenger's Charter will set out our commitments to build a transport system that will transform travel within Wales and Borders network with an investment of £1.9 billion over the next 15 years.

### What we will deliver

- A new South Wales Metro with on-street vehicles with level access between platform and train
- A 61% increase in Sunday services (extra 294 services across Wales on Sundays), creating a true 7-day service for the first time, connecting communities;
- £800m will be spent replacing trains in Wales. From 2023, 95% of journeys will be made on new trains, half of which (50%) will be assembled in Wales;



- Six hundred new jobs will be created to deliver the contract, and 30 new apprenticeships will be created every year.
- Modernising all existing stations to equip them with help points, seats and shelters and building 5 new stations to the network through investment of £194 million
- A more sustainable and globally responsible Wales in line with the Well-being of Future Generations Act (2015).

Our Passenger's Charter is available to view on our website, from our staffed stations or from our Customer Relation department. We provide versions available in Welsh, English and in all accessible formats: large print, Braille and audio on request. We will let you know of any updates to this charter via social media channels, our staff and station and train posters.

Kind regards,

**Kevin Thomas**  
Chief Executive Officer  
Transport for Wales Rail Services

## NATIONAL RAIL CONDITIONS OF TRAVEL

The Passenger's Charter is our commitment to you to raise our standards as we transform the rail service across Wales and Borders network. It does not create any new legal relationship with you as a result of what we promise to do and it does not affect your legal rights. In addition to any other legal rights you may have as a consumer, the National Rail Conditions of Travel detail your rights as a rail passenger and copies for passengers to consult or take away are available at all staffed stations or from our Customer Relations department on request or online from nationalrail.co.uk.

## 01 HELPING YOU PLAN YOUR JOURNEY

### Website

Information on National Rail products, timetables and up-to-the-minute train running information is available through National Rail's website; nationalrail.co.uk and our website; tfwrail.wales, where you can create your own personalised timetable. Go to the 'Plan Your Journey' section to try it out.

### Customer App

Our customer app is the latest way to plan your journey to anywhere on the National Rail network and check live train running information for TfW services. We will launch a brand new customer app from November 2019 onwards, with many more functions including journey planning available to help make travel easier. Download the TfW Rail app for free from your app store or visit our website from your smartphone or tablet.

### Connections

If you miss a connection because your train is running late or is cancelled, our staff will be happy to help you plan your onward journey – in person, via a station help-point (if available), on the phone or on Twitter. The staff will make sure that the staff on the onward service know that your ticket is valid. All contact details are in the back of this booklet.

We always consider the need to hold connections when trains are running late, and cooperate very closely with other train operators to ensure inconvenience is minimised. However, it is not always possible to make a connection if trains are late, as we have to minimise the overall delay to the majority of people. Every effort is made to ensure 'last train of the day' connections are held and that you will have an alternative service within an hour at other times. Please advise the Conductor on your train if services are subject to delay and you are trying to make a

connection. The Conductor will liaise with our Control Centre in order to minimise the impact to your journey.

## Catering services on trains

An at-seat catering service using locally sourced products where possible is provided on many longer distance services serving hot and cold drinks, sandwiches and snacks. Trains with this service are detailed in the appropriate pocket timetable and are shown with the trolley symbol. If, for any reason an advertised, on-board catering service is not provided we will advise waiting customers at stations before the journey, as soon as possible.

## Customers requiring extra assistance

We are committed to providing help to customers who need extra assistance during their journey, which can be booked through our website or by contacting our Customer Relations department. We will be introducing a Passenger Assist app from 31 March 2020, to make journey assistance easier when travelling on our services.

## Use of Welsh and English

We are committed to providing information in both Welsh and English. We operate a bilingual service in the following areas in Wales:

- Responses to letters, emails, compensation claim and comments forms (excluding replies via third party sales channels)
- Telephone calls to our Customer Relations department
- Timetable information – via National Rail Enquiries Welsh Language Service (NRE)
- Station signage - All station signage in Wales will be bilingual by 1 April 2023
- Promotional material as appropriate including pocket timetables and guides to services

- Passenger announcements on stations and trains, including ad hoc announcements where feasible
- TfW website (excluding certain live information updates and third-party feeds)
- Twitter feed and replies to tweets posted on the TfW Twitter
- Customer-facing staff able to deal with enquiries in Welsh where possible. This will be made visible through use of orange Cymraeg lanyards. We will be rolling out Welsh language training available to all Services Employees in the first year of the contract.

## 02 BUYING YOUR TICKET

### Lowest Available Fare

We will always offer you the Lowest Available Fare when you purchase tickets through our website, app, at stations, on board if you are not able to buy a ticket before you board or through our ticket-vending machines. We will provide accurate, timely and up-to-date details of fares at the point of purchase to help you to identify our cheapest prices so that you can buy the most appropriate ticket for your journey.

If you purchase a ticket and then discover you could have bought a cheaper product for the same journey, you will be entitled to a refund to the value of the difference in cost under our Lowest Available Fare promise within 28 days from the date of travel on your ticket. Please contact our Customer Relations department via email or webform with a copy of trains tickets for journey or your booking confirmation.

### Railway Byelaws

Railway Byelaws require that you should always buy a ticket before getting on a train where facilities exist, but if there is no means to do so at the station, board

the train and buy a ticket from the Conductor. The National Rail Conditions of Travel confirm that the fare you pay during the journey is the same as you would have paid at the station.

## More ways to buy a ticket

There are lots of easy ways to buy a ticket for your journey:

### Our website

You may find it easier to purchase your ticket online in advance of your travel. Tickets purchased on our website can be obtained via one of the following methods:

- Through a mobile version of our website or through our app
- Collecting from any ticket-vending machine, from 15 minutes after making your booking or from a station ticket office, two hours after making your booking (according to opening hours)
- Print at home (only certain ticket types)
- First Class post (please allow five working days for postal delivery)

Please note - When purchasing your tickets online you will need to request the collection method and enquire whether your preferred station for collection can issue "tickets on departure".

If you opt to collect your tickets from a ticket office or ticket-vending machine, please note you will need a credit or debit card in the same name as you booked the tickets and your collection reference number.

### Our customer app

This is the easiest, most convenient way to buy tickets with single, return, multi-flex (mobile only tickets) and advance tickets available to buy and download to your mobile phone for seamless purchase.

## Over the phone

By calling our number found in the 'Get in touch' section of this document, you can choose between collecting your ticket at a station ticket office or from a ticket-vending machine or sent by First Class Post.

### At the station

A list of stations with ticket offices is shown in Appendix 1. Ticket-office opening times and the times of peak demand will be clearly displayed at each staffed station, together with information on how to buy a ticket outside these hours. Sufficient staff will be employed in ticket offices so that you should not have to wait for more than five minutes at peak times and three minutes at other times. We audit ticket office queuing times regularly to ensure we meet this commitment and publish our performance on our website and Customer Report.

### Ticket vending machines (TVMs)

A list of our stations with ticket-vending machines is shown at the back of this document (Appendix 2). The range of tickets offered by the TVM is clearly signposted on each TVM which include weekly and monthly season tickets. To purchase all other tickets please purchase from our ticket office, our website (Appendix 1a and 1b) or aboard the train.

If your only payment method is cash and the ticket machine only accepts card and there is not an open ticket office at the station where you start your journey, then please see the Conductor on board the train to buy the correct ticket for your journey.

### On board the train

You must endeavour to buy a ticket from a ticket-vending machine or ticket office before boarding your train. If there is no means to purchase a ticket prior to boarding a train, please buy a ticket from the Conductor on the train. All conductors accept cash, credit cards, debit cards, rail travel warrants and National Rail travel vouchers, and can give railcard discounts where applicable.

## Third-party websites

You can also buy a ticket from selected third-party websites. A booking fee may apply to these tickets.

## National Rail appointed travel agents

Tickets are also available from National Rail appointed travel agents.

## Penalty Fare Scheme

From 31 January 2019 onwards, we will operate a Penalty Fare Scheme on all services between Birmingham and Shrewsbury. If you do not have a valid ticket or permit to travel and are boarding a train service at a station which has ticket-purchasing facilities, you could be liable to pay a Penalty Fare of £20 or twice the full single fare to the next station where the train stops, whichever is the greater amount.

## Ticket gates

Some of our stations have automatic ticket gates. A full list can be found in the Appendix 2. These include wider gates for wheelchair users and for others who are unable to use the standard gates. When gates are unstaffed, they will be locked open to permit access. If you need to keep your ticket, please speak to staff, show them your ticket when you exit, and they will let you through the gates.

# 03 REFUNDS AND COMPENSATION

## Refunds

**If you have changed your mind and decide not to travel:** you can apply for a refund, if the ticket type allows it. We will not charge an administration fee of £10 for refund of tickets bought from our website and mobile application. For tickets purchased through other channels an admin fee will apply.

You must claim a refund no more than 28 days after the expiry of the ticket. Please return your ticket to any ticket office or send your ticket to our Customer Relations department (details at the back of this document) for a refund. If you have used a portion of your ticket, the element of use will be deducted from the ticket before the admin fee is applied.

Please note that Advance ticket types are non-refundable. However 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 you have an Anytime ticket and wish to claim a refund, but have not collected your tickets, please call the retailer who sold you the tickets. Details on how to claim refunds are available from ticket offices.

**If your train is disrupted and you choose not to travel:** If the train you intended to use was cancelled, delayed, or your reservation would not have been honoured and you decided not to travel, you are entitled to claim a full refund from the ticket retailer, with no administration fee charged, if applied for within 28 days of the expiry of the ticket's validity. This applies to all tickets, including Advance tickets, and also applies if you have begun your journey but are unable to complete it due to delay or cancellations and return to your point of origin.

Any claim for a refund must be received within 28 days of the expiry of your ticket and will only be considered if the original tickets or screenshot of mobile tickets are provided. This does not affect any legal rights or remedies you would otherwise have under the Consumer Rights Act 2015.

<p>If you no longer need your Season Ticket and wish to apply for a refund:</p>	<p>Please return it to the ticket office where you bought it from. If you purchased from a TVM please return the ticket to your nearest staffed station. A Season Ticket refund will not be processed while you wait, but it will be posted to you as soon as possible.</p>
<p>If you move to a new house or change your place of work 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.</p>	<p>This is called a changeover. A changeover may be applied for at the ticket office 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.</p>
<p>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:</p>	<p>Please return it to the ticket office where you bought it from. In assessing an application, we may ask for supporting documentation.</p>

### If you wish to apply for a refund for a Season Ticket:

If you wish to apply for a season ticket refund please see the following conditions below. Please note that 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. Please note an annual Season Ticket has no refund value after 40 weeks' use.

**If your Season Ticket is lost or stolen:** If you bought your ticket online from tfrail.wales, please call us on **0333 3211 202** and we'll be happy to replace it for you. If you bought your ticket at a station, please return to the station where a member of staff will be happy to replace it for you. A £10 administration charge will be made and you will need to buy a ticket for those days you are without your Season Ticket.

Please report a lost or stolen Season Ticket to one of our ticket offices as soon as possible. Or, if you bought your ticket with us online, call us on **0333 3211 202**

You should also report any theft to the police. If your ticket is valid for a month or more we will issue a duplicate. While there is no limit on the number of duplicates you can claim, additional checks are carried out for the second duplicate issued and any others in a 12 month period.

We charge an administration fee of £10 for issuing duplicates. Please note that lost, stolen or spoiled weekly Season Tickets cannot be replaced or refunded. For further information visit [nationalrail.co.uk](http://nationalrail.co.uk)

### Compensation - Delay Repay

We acknowledge that in circumstances where you have been delayed, we will offer fair and appropriate redress. This section outlines our compensation policy. We will clearly advertise our compensation policy via our website, posters at stations and through station and on-board announcements.



## Delay Repay

Delay Repay is based on the time you should have arrived at your final destination station, not the delay to any particular train. For example, your train may have been only 10 minutes late but caused you to miss a connection and you had to wait an hour or more for the next one. If your train has been cancelled, we need to know the time of the train you actually travelled by.

### Am I entitled to Delay Repay?

We will offer you compensation under our Delay Repay scheme if you were delayed by 30 minutes or more. From 31 January 2019 we will introduce Delay Repay 15, which compensates you for delays of 15 minutes or more. This scheme applies to all our ticket types, including Season Tickets.

### Compensation, through our Delay Repay scheme - 14 October 2018 to 30 January 2019

Delay time	Compensation
<b>30 – 59 minutes</b>	50% of the cost of the single ticket or 50% of the cost of the relevant portion* of the return ticket for delays of between 30 and 59 minutes;
<b>60 – 119 minutes</b>	100% of the cost of the single ticket or 100% of the cost of the relevant portion* of the return ticket for delays of between 60 and 119 minutes;
<b>120 minutes or longer</b>	100% of the cost of the single ticket or 100% of the cost of the return ticket (i.e. both ways) for delays of 120 minutes or longer

## Compensation, through our Delay Repay scheme - 31 January 2019 onwards

We are improving the level of compensation offered to customers from 31 January 2019 onwards.

Delay time	Compensation
<b>15 – 29 minutes</b>	25% of the cost of the single ticket or 25% of the cost of the relevant portion* of the return ticket for delays of between 15 and 29 minutes;
<b>30 – 59 minutes</b>	50% of the cost of the single ticket or 50% of the cost of the relevant portion* of the return ticket for delays of between 30 and 59 minutes;
<b>60 – 119 minutes</b>	100% of the cost of the single ticket or 100% of the cost of the relevant portion* of the return ticket for delays of between 60 and 119 minutes;
<b>120 minutes or longer</b>	100% of the cost of the single ticket or 100% of the cost of the return ticket (i.e. both ways) for delays of 120 minutes or longer.

All claims for compensation must be received by us within 28 days of completion of your journey.

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 (15 minutes late from 31 January 2019), 'Delay Repay' applies. You must hold a valid ticket for the journey for which you are claiming compensation. The above does not affect any legal rights or remedies you would otherwise have under the Consumer Rights Act 2015.



## Delay Repay - Season Tickets

If you hold a season ticket, we will compensate you for any individual delayed journeys on our services

### Season Ticket type value of each journey

- Annual cost of ticket divided by 464
- Monthly cost of ticket divided by 40
- Weekly cost of ticket divided by 10

Once we have investigated your claim and identified the cause of your delay we will pay you any compensation you are entitled to within 14 days of agreement.

### Delay Repay – emergency timetable

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

### Claiming compensation

At the time of the delay, where possible, we will tweet links to the Delay Repay service, and the station and on-train team will make announcements to advise you of your entitlement and the quickest way to get your compensation. You will also be able to get a Delay Repay form at your destination station or by asking a member of your on train team. It will usually be quicker and easier to apply online or via the app as you will not need to post anything to us. You can make a claim by using any of the following methods:

Method	How to claim	What you need to send us
<b>Our website</b>	Complete our online webform or download our freepost claim form from our website	Legible photo image of your ticket
<b>Our app</b>	Our customer app links directly to our online webform.	Legible photo image of your ticket
<b>Compensation claim form</b>	Freepost claim forms are available from our staffed stations, on board our trains and available from our staff or from the Customer Relations department. In the event of delays, our staff will hand out claim forms on trains and at stations.	Please send us your original ticket. We ask you to keep your ticket with you after a journey to claim for your delay, so please ask one of our ticket barrier staff to let you through the gates. If you have a season ticket that is still valid we will accept a copy of the ticket.
<b>Write to us</b>	Write to us at our freepost address found in our Contact Details at the end of this document	Please send us your original ticket. We ask you to keep your ticket with you after a journey to claim for your delay, so please ask one of our ticket barrier staff to let you through the gates. If you have a season ticket that is still valid we will accept a copy of the ticket.

If you no longer have your ticket, we may accept other proof of travel such as your booking confirmation.

We are introducing an online portal from 14 October 2018 and a new customer app from October 2019 that will make it easier for you to claim for delays.

## Compensation claim forms

Compensation is paid via the following methods; please let us know how you would like us to pay it to you when you make your claim.

- **Bank Transfer** - Payment directly into your chosen bank account. We will ask you to provide the Sort code, Account number and Account name as part of handling your claim via a secure system.
- **Credit card** - We will ask you to provide your credit card details that you want us to pay your compensation to as part of handling your claim via a secure system.
- **National Rail travel vouchers** - These are valid for twelve months and can be used to pay for rail journeys anywhere on the National Rail network from our ticket offices.
- **Cash** - You can exchange National Rail Travel Vouchers for money at any TfW Rail Services ticket office (list is in Appendix 1a) within 3 months of the date of issue. You will need to take identification that includes your signature e.g. bank card, driving licence or passport.
- **Donate to Welsh charity** - An option to donate your compensation to our selected Welsh charity is now available.

## Compensation for seat reservations not being honoured

Seat reservations are available on many of our longer-distance services, free of charge. If, for any reason, we cannot honour your seat reservation please speak to the Conductor onboard as they will try to find you another seat on the train. If this is not possible and you have to stand for more than 15 minutes of the journey, please ask the Conductor to endorse your ticket.

You may send your endorsed ticket and details of your journey to our Customer Relations department as we will compensate you to the value of 5% of a single ticket or relevant portion of a return ticket for every 15 minutes that you have stand, up to a maximum of the total cost of your journey ticket. You will also need to tell us how you would like us to pay your compensation. Please see the section "How will my compensation be paid?" for the options available. The above does not affect any legal rights or remedies you would otherwise have under the Consumer Rights Act 2015.

## 05 YOUR JOURNEY

### Our new and improved services

The following list includes current services operated and new destinations that will be served to offer increased services and enhanced connections:

- South Wales Valleys, the Vale of Glamorgan and Cardiff suburban routes, including services to Ebbw Vale Town;
- Services from Birmingham International to Aberystwyth;
- Services on the Cambrian Coast line to Pwllheli;
- Services from Chester to Crewe;

- Services from Birmingham International to North Wales;
- Services from Holyhead and Llandudno along the North Wales coast to Manchester, Manchester Airport and Crewe;
- Services from Llandudno to Blaenau Ffestiniog;
- Services from Cardiff to Holyhead;
- Services from Maesteg to Gloucester and Cheltenham Spa;
- Services from South and West Wales to Manchester;
- Services on the “Heart of Wales Line” from Swansea to Shrewsbury;
- Services from Swansea to Milford Haven, Pembroke Dock and Fishguard Harbour;
- New services from Chester to Liverpool Lime Street via Runcorn from 2019;
- New services from Cardiff Central to Liverpool via Wrexham from December 2022;
- New services from Llandudno to Liverpool from December 2022.

## 06 GETTING TO THE STATION



### Active travel

From April 2019, our £1.5 million Active Travel fund will improve walking e.g. signage and improved lighting and cycling e.g. cycle racks improvements to and from our stations. More details of existing facilities available at stations can be found via our website. Designated cycle and pedestrian routes will help to improve access to stations, encouraging our customers to switch their mode of transport and support a more globally responsible Wales.



### By car

The number of car-park spaces and applicable car parking spaces available at each station is shown on our website. We will deliver an additional 1,500 car park spaces over the contract.



### Bicycles on trains

Full details on our bicycle facilities and number of cycle spaces per train can be found in our leaflet ‘Cycling by Train’ which is available from our website, staffed stations and our Customer Relations department. Reservations, which can be made via our Customer Relations department, are required on some services which is displayed in timetable booklets. There is no charge for cycle reservations.

## At stations

At TfW Rail Services staffed stations (Appendix 1a), our staff will provide assistance and reassurance for your journey, helping you with any enquiries you may have in connection with our services or those of other train operators.

Every station will display the following information:

- the name and location of the Station Manager responsible together with a contact telephone number for contacting us
- the name and location of the Station Manager responsible together with a contact telephone number for contacting us
- the location of the nearest public telephone
- the telephone number for National Rail Enquiries (NRE)
- details of local ticket sales outlets
- details of taxi and other public transport services
- arrangements for purchasing tickets on trains or by telephone
- directional information
- timetables
- guidance for mobility-impaired customers
- arrangements for passenger complaints / comments

## Smoking

You are not allowed to smoke anywhere on TfW Rail Services trains or stations. This includes the use of e-cigarettes and vaping.

## Safety and Security

We are committed to running a safe railway and to ensuring that appropriate resources are available to do so.

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 on stations and trains, and we will be rolling out help points on every station by 2023 provide help points on every station platform, Please alert our staff or BTP directly or through the help points if you see any suspicious or antisocial behaviour. We will continuously improve the security of our services and our new Secure Stations Accreditation Manager will provide more information on our progress via our Customer Report or available via our website.

## Lost Property

If you lose an item on the station or train, please either call us on 0333 3211 202 or fill in an online form. Complete all fields in the form - the more details that you give us about the lost item, the easier it will be for us to find and identify your item. We will send you a confirmation email to confirm that we have received your query and will respond by email if we require more information, or if we find an item matching your query.

All items of lost property are kept at our Lost Property office at Newport Railway Station. Customers should allow up to 10 working days from the day they are lost for the property to be received at this office and logged.

Items are stored for up to 12 weeks, after which they are sent to charity. Our Lost Property Office keeps an inventory of all items recovered. The more information you can give about an item, and when and where it was lost, the easier it will be to identify.

Mynediad heb stepiau'n bosbi i bob platform. Mae'n bosbi fod rampiau sy'n cydymffurfio a / neu lifftiau ar gael.

Mynediad rhannol: Mae'n bosbi fod mynediad i rai platformau drwy ddefnyddio rampiau sydd â gradiant bas i gymedrol; grisiau, croesfan droed ar draws y rheilffordd neu ddargyfeiriad hir rhwng y platformau. Efallai y bydd gradiant y ramp rhwng y tren a'r platform yn rhy serth hefyd i gael ei ddefnyddio. Dim parcio neu barcio cyfyngedig ar gael.

Nid yw'r orsaf yn addas i ddefnyddwyr cadeiriâu olwyn, defnyddwyr sgwter symudol neu bobi sydd i lefel symudedd is. Mae mynediad i'r platformau drwy risiau neu rampiau serth.

Nid yw Gwasanaethau Rheilffyrdd Trafnidiaeth Cymru yn derbyn unrhyw gyfrifddeb am gamgymeriadau neu hepgoriadau yn y wybodaeth a gyhoeddiwyd. Mae Gwasanaethau Rheilffyrdd Trafnidiaeth Cymru yn cadw'r hawl i wneud newidiadau i'r gwasanaethau a'r cyfleusterau a amlinellir.

Step free access to all platforms, compliant access ramps and/or lifts may also be available.

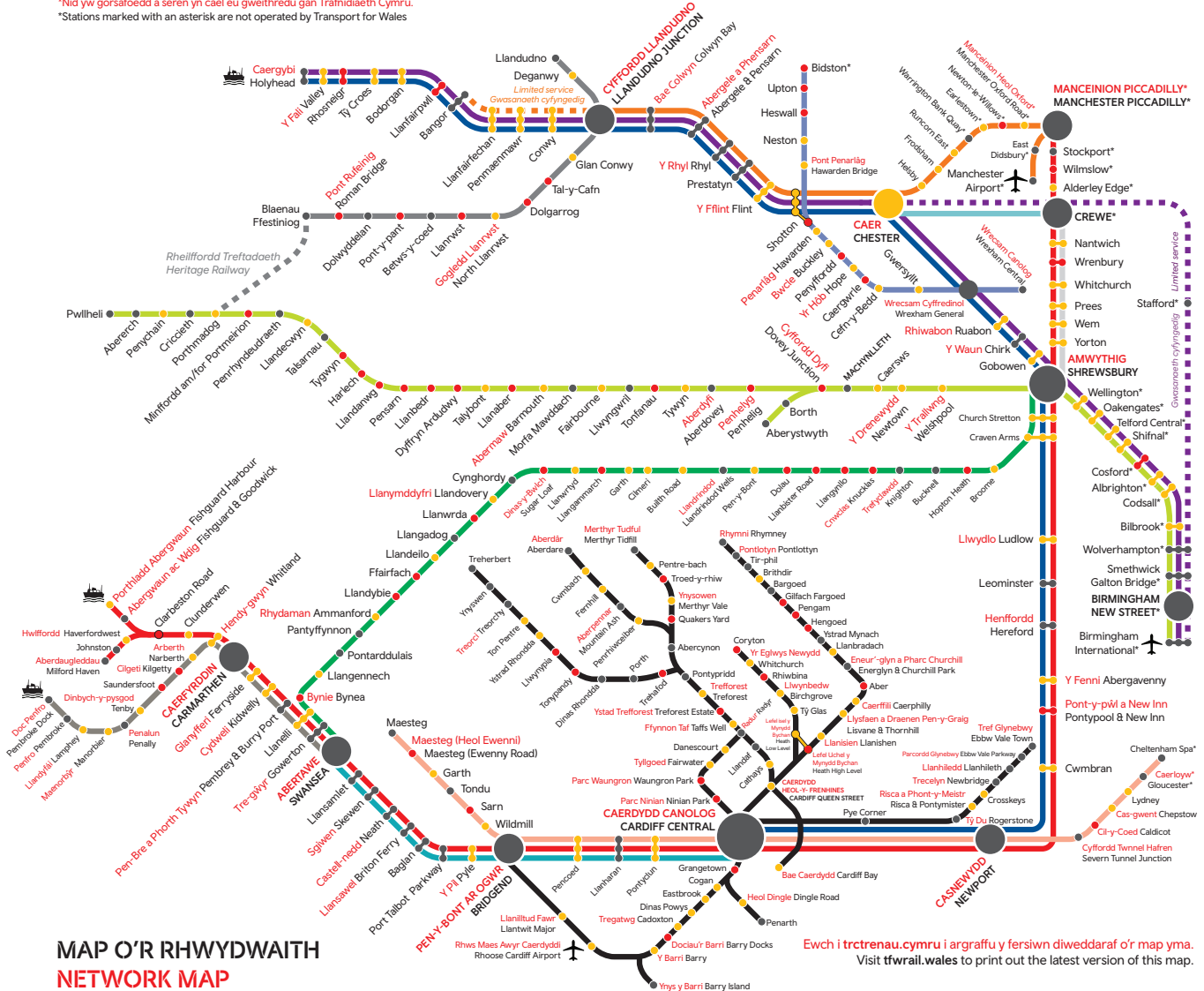
Partial access. Access to some platforms may involve ramps with shallow to moderate gradients, involve steps, use of a foot crossing across the railway or a long detour between platforms. The gradient of the ramp between the train and the platform may also be too steep to be deployed. No or limited parking available.

The station is not suitable for wheelchair users, powered mobility scooter users or persons with reduced mobility. Access to the platform(s) is via steps or steep access ramps(s).

Transport for Wales Rail Services accepts no liability for any errors or omissions in the information published. Transport for Wales Rail Services reserves the right to make changes to the services and facilities outlined.

\*Nid yw gorsafodd a seren yn cael eu gweithredu gan Trafnidiaeth Cymru.  
\*Stations marked with an asterisk are not operated by Transport for Wales

- █ Gwasanaeth rhwng Gogledd a De Cymru North Wales South Wales Service
- █ Llinell y Mers Marches Line
- █ Llinell Arfordir y Cambrian Cambrian Line
- █ Llinell Calon Cymru Heart of Wales Line
- █ Llinell Arfordir Gogledd Cymru North Wales Coast Line
- █ Llinell Dyffryn Conwy Conwy Valley Line
- █ Llinell y Gororau Borderlands Line
- █ Llandudno i Mancinion Llandudno to Manchester
- █ Llinell Gorllewin Cymru West Wales Line
- █ Swanline Swanline
- █ Maesteg i Cheltenham Spa Maesteg to Cheltenham Spa
- █ Caer i Crewe Chester to Crewe
- █ Crewe i Amwythig Crewe to Shrewsbury
- █ Cymodd y De Cymru South Wales Valleys



# MAP O'R RHWYDWAITH NETWORK MAP

Ewch i [trctrenau.cymru](http://trctrenau.cymru) i argraffu y fersiwn diweddaraf o'r map yma. Visit [tfwral.wales](http://tfwral.wales) to print out the latest version of this map.

## 07 CUSTOMERS REQUIRING EXTRA ASSISTANCE

We welcome customers with disabilities and those who have reduced mobility or who need extra help.

“Making Rail Accessible: Guide to Policies and Practices” details management arrangements regarding the services and facilities that you should expect when travelling with us and is available from our website, our staffed stations or by calling us.

“Making Rail Accessible: Helping Older and Disabled Passengers” is a summary of our policies and includes a complete list of accessible stations and explains how you can book assistance; it is available from our website, our staffed stations or by telephoning us.

### Our commitment to customers who need extra assistance

We give you our best possible service when notified of your requirements at least 24 hours in advance. This ensures that where available, staff are in the right place at the right time to assist people. However, we are happy to assist at shorter notice whenever this is possible. We will consider appropriate compensation if arrangements made in advance for travel on our services and at our stations are not provided.

### Assisted travel booking service

This service enables older and disabled customers to reserve a seat or wheelchair space on trains, to book assistance, for instance getting on or off trains, in advance and to buy tickets. Please book using the following contact methods:

- **Website** - We have introduced the option to request your assistance as part of your transaction, via the TfW website saving you from needing to make a separate telephone call.
- **Telephone** - Please see our Contact Details page at the end of this document for more information.

### Wheelchair access

We have equipped all our trains and principal stations with ramps for wheelchair access. Trains with wide, power-operated doors and dedicated wheelchair spaces operate on nearly all our services. Wheelchairs up to 700mm in width and 1200mm in length can be conveyed on all of our train services. Accommodation for wheelchairs can be pre-booked via our website or by phone to guarantee availability with a maximum combined weight with user of 300kg.

### Mobility Scooters

Scooters can be conveyed on our trains provided they are not more than 700mm in width and 1200mm in length with a maximum turning circle of 900mm and maximum combined weight with user of 300kg.

For further information regarding wheelchair or mobility scooter access, please refer to our guide ‘Making Rail Accessible: Helping older and disabled passengers’.

### Induction loops

All of our staffed stations (Appendix 1a and 1b) are fitted with induction loop systems.

### Visually impaired

Service information is available in large print and audio format on request by telephoning our Customer Relations department.

### Assistance dogs

Assistance dog owners can also take advantage of a scheme that offers a protected space in front of a seat to ensure the dog can travel in safety and comfort. For more information please refer to our guide ‘Making Rail Accessible: Helping Older and Disabled Passengers’ or contact the Customer Relations department

## Car parking

All of our station car parks, where the surface and space allows, will have designated car parking spaces for Blue Badge holders. Where these spaces are within the station's chargeable parking area, the normal daily car parking rate will apply. A full list of car parking spaces can be found on our website.

## Improving accessibility of the network

We will introduce an annual Minor Works Budget of £250,000 for accessibility at stations with input from Accessibility Panel. Our new trains will also be reviewed by our Accessibility Panel to ensure their comments are taken into account in the design phase.

# 08 IF THINGS GO WRONG

## Lost and forgotten tickets or railcards

If you have boarded a train without the required documents, such as your ticket, railcard or other identification, and we have been unable to verify the validity of your ticket, you may be issued with an Unpaid Fare Notice (UFN) by our revenue protection team, which is an invoice for the fare that is due. We won't process it for 10 days so you have time to contact us with the proof required. If you don't do this within 10 days, you will need to pay your UFN. You can contact us using the details under the "Important Notice" section on the face of the UFN, alternatively, we can process your UFN from any TfW Rail Services office if you bring the required documentation with you.

## If you have a reservation and receipt but lost your travel ticket

If you have lost your train ticket and we are unable to verify that you bought one, you will have to buy a new ticket or be issued with a UFN. You will have 10 days to find your lost ticket or you will need to pay your UFN.

## If you have lost or forgotten your reservation

If you have a copy of your booking confirmation and your travel ticket, and assuming the ticket is valid, you can travel.

## Information during disruption

We are committed to the timely and reassuring provision of correct and consistent information to passengers during disruption so that you can make well-informed travel decisions. We will comply with industry agreed procedures for providing passenger information during disruption. We work closely with Transport Focus to help improve your experience during planned and unplanned disruption. Some amendments to timetables and services are planned in advance (e.g. as a result of engineering work, or during prolonged periods of severe weather). Whilst every effort is made to fully inform you of changes to the advertised timetable we strongly recommend that you check your journey details before travelling.

## Keeping you informed of planned disruption in advance

Timetable information will be available through NRE 6 weeks ahead of any timetable change dates. We will also display a summary of significant alterations to the train service four weeks in advance of each timetable change. In the case of short notice engineering work there will be at least seven days' notice of revised timetables and we will aim to keep any disruption caused by engineering works to a minimum.

## Keeping you informed when there are delays

Despite our best efforts, sometimes there may be delays to your journey. 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.

## Real-time information about the train service

You can check real-time information and find out more about the live information services we offer on our website or by downloading our app from your smartphone or tablet.

- Website and App: Our “Rainbow Board” uses a traffic light system of Red = severe delays, Amber = minor delays, and Green = good service to keep you up to date
- JourneyCheck is accessed by selecting the route you are travelling on from the real-time service information board on our homepage. This webpage gives details of what is currently happening in real time to our train services and facilities available at our operated stations or available facilities at stations
- Stations and Trains: Customer information screens will display information regarding delays and cancellations.

## Delays to services

If delays occur after your train journey has started, we will endeavour to:

- Provide timely and reassuring information
- Provide as much information as possible on the train
- After an hour’s delay, issue you complimentary non-alcoholic drinks, where refreshment facilities are provided and subject to stocks being available
- Inform you through on-board announcements of your entitlement to claim compensation

- Get you to the destination on your ticket
- Arrange alternative transport in certain circumstances
- Provide overnight accommodation or transport home in certain circumstances
- Get you back to an appropriate station if your journey is not possible
- Revalidate your ticket for travel on another day if you wish

## 09 RAISING STANDARDS FOR YOU

### South Wales Metro

We will deliver the new South Wales Metro scheme as part of our journey to transform travel in Cardiff and the Valleys. From 2023, the South Wales Metro will deliver new rolling stock with level access between platform and tram provide a more frequent and modern system to enable easy and convenient travel around South East Wales. If you are living within the vicinity of construction and you are affected by construction of South Wales Metro, please contact our Customer Relations department who will do their best to resolve issues.

### Service Quality Regime (SQR)

As part of our commitment to improve presentation standards on both trains and stations, we have established a new Service Quality management regime. For you, this means cleaner stations, cleaner trains and facilities that are in good working order and, when they do break, we fix them in reasonable time. To ensure that we do deliver on this commitment, apart from investing in more cleaning services and new and improved facilities, we will report monthly on our progress via our website and through our Customer Report.

## Getting a seat

We plan our services so that you should usually be able to get a seat, although in peak times you may have to stand for a short period (for up to 20 minutes). Posters will be available at some of our stations to let you know how busy services are expected to be and we are working to make this information available via our new app in November 2019. Further updates will be given in subsequent versions of our Passenger's Charter. We offer seat reservations on the majority of our longer-distance trains and details of these services are shown in our pocket timetables, which are available from our website, staffed stations or from Customer Relations department. On our longer-distance services, particularly during busy periods, we would encourage you to make a seat reservation.

## Punctuality and reliability

We aim to run all journeys on time throughout the journey. A summary of our progress can be found on our website or on posters at staffed stations.

## 10 WHAT ARE OUR STANDARDS

Our train and customer service performance figure for the previous four weeks and year will be available every four weeks, from our website, posters at our staffed stations or from our Customer Relations team. These figures are independently audited each year. Performance figures of the other train operators who call at those staffed stations will also be available at the stations or from their own website.

### Customer views

Customer feedback is essential to ensure that we are performing and meeting requirements. In order to collect a wide source of customer insight we will collect customer views including National Rail Passenger Survey results. Our performance will be published on our website and through our Customer Report as well as posters at stations. We have established various panels of stakeholders as well as regular focus groups which will help us to develop proposals to improve customer satisfaction.

### Community and Stakeholder Board

Our quarterly board meetings attended by key stakeholders and members of our community group help to drive improvements in satisfaction with the quality of service that we provide. We will be regularly reviewed by a third party, Cardiff Business School and information on progress will be made available from our website.

### Accessibility Panel

We run an Accessibility Panel to represent all forms of disabilities across Wales and Borders. The panel will be consulted on accessibility initiatives and invited to take part in trials, workshops and training, including feedback on new rolling stock design.



## Customer Insight Panel

All of our customer feedback will be reviewed by our Customer Insight Panel who will use this to inform future decisions. Information on decisions will be made available from our website.

## 11 FURTHER INFORMATION

### Customer Report

We will publish a Customer Report twice a year in order to share our progress to date and our exciting plans for services and facilities. We will report on our performance against our plans and targets and the areas identified by passengers as a key concern. Our Customer Report will be available from website and app and all of our staffed stations and in accessible formats as required.

### Timetables

Timetable information will be displayed on platforms and concourses, and bilingual timetable booklets will be available free of charge at staffed stations, from our website or by post by telephoning Customer Relations. Timetable information will be available in alternative formats, including large type for visually impaired passengers by calling Customer Relations.

At larger stations information will also be provided by TV monitors, electronic information screens and public address systems.

Timetable information is also available from National Rail Enquiries (NRE) and Train Tracker, offering live departure board information over the phone. For further information about these services please visit [nationalrail.co.uk](http://nationalrail.co.uk) or see our Contact Details page.

## Environment

We will help to deliver and support a sustainable future for Wales, whilst limiting our environmental impact in line with the goals set out in the Well-being of the Future Generations (Wales) Act 2015.

Our main aims in the first year are to:

- ensure that 100% of electricity will be sourced from renewable energy, 50% of which will be sourced from within Wales
- make efficient use of non-renewable resources by increasing recycling rates above 50%
- create a culture which enables employees to be fully involved and aware of their environmental responsibilities
- specify, monitor and review annual environmental objectives for key managers

## 12 GET IN TOUCH

From our staff at stations to our Customer Relations department, we offer many ways for you to get in touch. Please see our Contact Details page below for more detail..

### In person

All our trains have a Conductor on board who will be happy to assist you with any queries you may have. Customer service staff at stations will also be happy to help. We have posters on board our trains and at our stations which display our contact details and those of Transport Focus.

### Our Customer Relations department

Our Customer Relations department is available during the following times:

Monday to Saturday (including bank holidays) -  
**0800 – 2000**

Sunday - **1100 – 2000**

Our Customer Relations team is closed on Christmas Day but our Assisted Travel team are available to make bookings.

Outside these times, you can contact us via Twitter through our website. If you wish to speak with someone please call the National Rail Enquiries service.

### By post

When you write to us by post, email or webform, we will send you an acknowledgement and aim to send you a full response within ten working days (excluding weekends and bank holidays). If your feedback requires detailed investigation, which means we may not be able to give you a full response within 10 working days, we will update you within five working days and aim to give you a full response within 20 working days.

If you contact us by telephone and we are unable to address your query immediately, we aim to call you back within three working days

### Transport Focus

We will do our best to address your feedback. If you are unhappy with our reply, please let us know. Alternatively you can contact Transport Focus, the independent consumer watchdog established to protect and champion passengers' interests. They will consider your case and, where they believe it is appropriate, will follow up with us on your behalf. Their contact details can be found in our Contact Details page.

**Web:** [transportfocus.org.uk](http://transportfocus.org.uk)

**Phone:** **0300 123 2350**

**Email:** [advice@transportfocus.org.uk](mailto:advice@transportfocus.org.uk)

**Post:** Transport Focus, Freepost (RTEH-XAGE-BYKZ) PO Box 5594, Southend on Sea, SS1 9PZ

## 13 CONTACT DETAILS

### Web

[trctrenau.cymru](http://trctrenau.cymru)  
[tfwrail.wales](http://tfwrail.wales)

### App downloads

Please search for TfW Rail app in your device's app store

### Customer Relations department complaints and enquiries

**Online:** via our webform –[tfwrail.wales](http://tfwrail.wales)

**Phone:** **0333 3211 202**

**0800 – 2000** Monday to Saturday including bank holidays  
**1100 – 2000** Sunday  
**03** calls charged at local rates

**Freepost:**

TFW RAIL CUSTOMER RELATIONS, Transport for  
Wales Rail Services St Marys House 47  
Penarth Road, Cardiff, CF10 5DJ

Next generation text **08457 585 469**

Phone **03457 48 49 50**

Textphone **0345 60 50 600**



**0800 – 2000** Monday to Saturday

**1100 – 2000** Sunday

## Delay Repay applications and refunds

Online via our webform - [tfwrail.wales](http://tfwrail.wales)

**By Freepost:**

TFW RAIL CUSTOMER RELATIONS, Transport for  
Wales Rail Services ,St Marys House 47 Penarth Road,  
Cardiff, CF10 5DJ

## Assisted travel booking

**Online:** Make a booking via our website

**Phone:** **033 300 50 501**

**Textphone:** **08457 585 469**

## Lost property

**Online:** via our webform - [tfwrail.wales/lost-property](http://tfwrail.wales/lost-property)

**Phone:** **0333 3211 202**, select Option 5

## National Rail Enquires

**Web:** [nationalrail.co.uk](http://nationalrail.co.uk)

**Phone:** **03457 48 49 50**

English language service 24 hours a day except for  
Christmas Day **0345 60 40 500**

Welsh language service (**0700 - 2000**) every day  
except for Christmas Day **0345 60 50 600**

Textphone enquiries can be made 24 hours a day  
with calls returned between 0900 and 1630  
Mondays to Fridays

**All calls may be monitored.**

## British Transport Police

**Officer in charge:** Inspector Mike Jones

**Web:** [britishtransportpolice.co.uk](http://britishtransportpolice.co.uk)

**Phone:** **02920 525 300**

**Open 24 hours**

**Post:** BTP 1st Floor, 3 Callaghan Square,  
Cardiff, CF10 5BT

## Appendix 1a: Station Ticket Offices operated by Transport for Wales Rail Services

The following ticket offices are operated by Transport for Wales Rail Services

	M-F Open	M-F Close	Sat Open	Sat Close	Sun Open	Sun Close
Aberdare	0650	1320	0800	1430	CLOSED	CLOSED
Abergavenny	0545	1845	0545	1845	1200	1830
Aberystwyth	0710	1740	0715	1740	CLOSED	CLOSED
Bangor	0515	1815	0515	1815	0830	1730
Barry	0650	1320	0745	1415	CLOSED	CLOSED
Bridgend	0545	1900	0700	1900	0740	1915
Cadoxton	0600	0945	0800	1245	CLOSED	CLOSED
Caerphilly	0645	1745	0800	1745	CLOSED	CLOSED
Cardiff Central	0545	2130	0545	2130	0745	2130
Cardiff Queen Street	0700	2000	0800	2100	1000	1730
Carmarthen	0645	1800	0645	1800	1015	1745
Cathays	0730	1830	0930	1530	CLOSED	CLOSED
Chester	0545	2300	0545	2300	0720	2200
Colwyn Bay	0615	1915	0615	1915	1115	1815
Cwmbran	0630	1800	0800	1800	CLOSED	CLOSED
Flint	0615	2115	0615	2115	0915	1545
Haverfordwest	0700	1330	0700	1330	CLOSED	CLOSED
Hereford	0520	1830	0520	1830	0915	1840
Holyhead	0610	1910	0610	1910	1030	1700
Leominster	0700	1320	CLOSED	CLOSED	CLOSED	CLOSED
Llandaf	0640	1140	0840	1440	CLOSED	CLOSED
Llandudno	0830	1500	0915	1545	1000	1730
Llandudno Jn	0525	1825	0600	1900	1100	1830
Llanelli	0610	1240	0700	1330	CLOSED	CLOSED
Machynlleth	0515	1815	0515	1815	0830	1730
Merthyr Tydfil	0715	1530	0815	1630	CLOSED	CLOSED
Neath	0530	1830	0610	1845	0920	1650
Newport	0545	2000	0630	2030	0800	1945
Penarth	0650	1420	0830	1500	CLOSED	CLOSED
Pontypridd	0600	1415	0830	1645	CLOSED	CLOSED
Porth	0630	1300	0845	1515	CLOSED	CLOSED
Port Talbot	0530	1830	0600	1900	1000	1730
Prestatyn	0630	1930	0630	1930	0930	1700
Radyr	0630	1300	0830	1500	CLOSED	CLOSED
Rhyl	0620	1920	0700	2000	0915	1645
Runcorn East	0700	1200	0800	1315	CLOSED	CLOSED
Shotton	0730	1230	0845	1345	CLOSED	CLOSED
Shrewsbury	0520	2040	0520	1930	0730	1930
Swansea	0515	2000	0615	2000	0800	2000
Trefforest	0600	1800	0800	1430	CLOSED	CLOSED
Wrexham General	0615	1915	0645	1945	1130	1900
Ystrad Mynach	0630	1300	0800	1430	CLOSED	CLOSED

Note: Ticket office hours on Sundays at Llandudno are July – August only. From September 10th 2017.

## Appendix 1b: Other Station Ticket Office facilities on the Transport for Wales network

The following ticket retail facilities at Transport for Wales Rail Services station are operated by other parties and the hours of opening are subject to change.

	M-F Open	M-F Close	Sat Open	Sat Close
Aber	0630	1030	0800	1200
Bargoed	0600 1400	1100 1800	0800	1800
Barmouth	0830 (May-Sep) 1000 (Oct-Apr)	1630 1600	0830 (May-Sep) 1000 (Oct-Apr)	1600 1600
Chepstow	0600	1530#	0700	1330
Gobowen	0715*	1600	0715	1200
Llandrindod	0845	1630	0645	1200
Ludlow	0550	1650	0650	1250
Milford Haven	0645 0830 1230	0715 1130 1515	0645 0830	0715 1130
Newtown	0725 1330	1240 1440	0725	1240
Pembrey & Burry Port	0730	1400	0800	1230
Pengam	0630	1100	0800	1300
Severn Tunnel Junction	0630	1030	Closed	Closed
Telford	0900	1700	0830	1245
Welshpool	0830	1700	0830	1700

Note: These facilities are closed on Bank Holiday Mondays and Sundays.\*Gobowen ticket office is closed daily from approx 1200 to 1220 # Chepstow ticket office closes at 1900 on Friday



## Appendix 2: Stations with Ticket Offices and Gates.

Station	Ticket Vending Machine	Ticket Gate
Abercynon	⊙	
Aberdare	●	
Abergele & Pensarn	⊙	
Abergavenny	●	
Aberystwyth	●	
Bangor	●	
Barry	●	
Barry Dock	●	
Barry Island	⊙	
Birchgrove	⊙	
Bridgend	●	○
Cadoxton	⊙	
Caerphilly	●	
Caersws	⊙	
Cardiff Bay	⊙	○
Cardiff Central	●	○
Cardiff Queen Street	●	○
Carmarthen	●	
Cathays	●	○
Chester	●	○
Church Stretton	⊙	
Cogan	⊙	
Colwyn Bay	●	○
Coryton	⊙	
Craven Arms	⊙	
Crosskeys	●	
Cwmbran	⊙	
Danescourt	⊙	
Dinas Powys	⊙	
Dingle Road	⊙	
Ebbw Vale Parkway	●	
Ebbw Vale Town	●	
Eastbrook	⊙	
Energlyn & Churchill Park	⊙	
Fishguard & Goodwick	⊙	
Flint	●	
Frodsham	⊙	
Gowerton	⊙	
Grangetown	⊙	
Haverfordwest	⊙	
Hereford	●	○
Heath High Level	⊙	
Heath Low Level	⊙	
Helsby	⊙	
Holyhead	⊙	

Station	Ticket Vending Machine	Ticket Gate
Leominster	⊙	
Llandaf	⊙	
Llandudno	⊙	
Llandudno Junction	●	
Llanelli	●	
Llanharan	⊙	
Llanhilleth	●	
Llanishen	⊙	
Llantwit Major	⊙	
Lisvane & Thornhill	⊙	
Lydney	⊙	
Maesteg	⊙	
Merthyr Tydfil	⊙	
Merthyr Vale	⊙	
Nantwich	⊙	
Neath	●	○
Newbridge	●	
Newport	●	○
Ninian Park	⊙	
Pembroke Dock	⊙	
Penarth	⊙	
Pencoed	⊙	
Pentrebach	⊙	
Pontypridd	●	○
Pontyclun	⊙	
Porth	⊙	
Port Talbot Parkway	⊙	
Prestatyn	●	
Pye Corner	●	
Quakers Yard	●	
Radyr	⊙	
Rhiwbina	⊙	
Rhoose	⊙	
Rhyl	●	○
Risca & Pontymister	●	
Rogerstone	●	
Runcorn East	⊙	
Shotton	●	
Shrewsbury	●	○
Swansea	●	○
Taffs Well	⊙	
Tenby	⊙	
Trefforest	●	
Ty Glas	⊙	
Waun Gron Park	⊙	
Wem	⊙	
Welshpool	⊙	
Whitchurch (Shropshire)	⊙	
Wrexham Central	●	
Wrexham General	●	
Ystrad Mynach	⊙	

- Ticket vending machine accepts credit/debit cards and cash
- ⊙ Ticket vending machine accepts credit/debit cards only
- Ticket vending machine accepts credit/debit cards only - installations planned during 2017/18
- Ticket gate installed

### Appendix 3: Other Train Operating Companies' details

Train Operating Company	Stations served by TfW Rail Services	Number for the train operator
Great Western Railway	Cheltenham Gloucester	0345 700 0125
Merseyrail	Bidston	0151 555 1111
Network Rail	Birmingham New Street Manchester Piccadilly	03457 11 41 41
Northern	Earlestown Manchester Road Oxford Newton le Willows Wilmslow	0800 200 6060
TransPennine Express	Manchester Airport	0345 600 1671
Virgin Trains	Birmingham International Stockport Crewe Warrington Bank Quay Stafford Wolverhampton	03331 031 031
West Midlands Railway	Albrighton Shifnal Bilbrook Smethwick Galton Bridge Codsall  Telford Central Cosford Wellington Wolverhampton Oakengates	0344 811 0133





# GET IN TOUCH

Website:  tfwrail.wales


Email:  customer.relations@tfwrail.wales


Phone:  0333 3211 202

0800 - 2000 Monday to Saturday

1100 - 2000 Sunday

(03 calls charged at local rates from a BT line)

Post:  Customer: Relations  
Transport for Wales Rail Services  
St. Mary's House, 47 Penarth Road  
Cardiff CF10 5DJ

App:  Please search for TfW Rail app in  
your device's app store

Follow  
us:   @tfwrail

0800 - 2000 Monday to Saturday

1100 - 2000 Sunday