

Valid from 21 December 2018
until further notice

Passenger's Charter



c2c-online.co.uk

c2c

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Introduction

Our Passenger's Charter sets out both the obligations we have, and the promises above and beyond them that we will make to you. We review and update it annually to reflect our latest commitments to our customers.

The past year has seen us continue to introduce major benefits for our customers, such as:

- We completed a £100m deal for new trains which will start arriving in summer 2021
- We introduced our new Delay Repay 15 scheme which improves your compensation if you are delayed, making us the first UK train operator to offer automatic compensation payments at this level
- We invested in better customer information and improved facilities at our stations
- We were named Rail Operator of the Year at the 2018 National Transport Awards

In the coming year, we will be undertaking a major upgrade of our retail channels to give you a better ticket-buying experience online and at the station. You can expect to see improvements across our website, app and station ticket machines rolled out throughout the year and into 2020.

We're committed to making your journey as comfortable as possible and other improvements you can expect to see include:

1. New and better information at our stations and onboard our trains
2. Improvements to the facilities and retail opportunities at a number of our stations
3. Better onboard air-conditioning thanks to the start of a two-year plan of investment that will complete in 2020
4. A "Live Chat" facility for customer queries on our website
5. A new Customer Feedback tool, providing additional opportunities to learn about what's important to you

We are constantly looking for ways to exceed your expectations and address any concerns. Your comments and views help shape improvements to our services. If you get in touch, we will always respond to you. We will do our best to take your comments on board, and if we cannot meet your request we will explain why.

We have tried to make this charter easy to read but it is an official document and we are sorry if the language seems a little formal at times. Transport Focus and London TravelWatch have both been consulted on the contents and it has been approved by the Department for Transport (DfT).

If you have any trouble understanding anything in this document, please email, phone or write to our Customer Relations team (see the section on 'Contacting us').

Finally, you may be asked for your opinions in one of our customer satisfaction surveys, or by Transport Focus for their independent National Rail Passenger Survey. Please take part in the surveys if you can as they help us understand how you feel about us. We use the results to help improve our services.



Getting in touch

We will make it as easy as possible for you to contact us about your needs, whether you need to:

- plan a journey
- find the best value ticket for your journey
- book assistance for your journey
- renew your season ticket
- switch to a c2c Smartcard
- report or reclaim lost property
- ask our advice
- tell us we have done something wrong or make a complaint
- suggest improvements
- let us know when we have got things right

We will review how easy you found it to get in touch with us so that we can make it even more convenient for you in future.

Contacting us

At stations - As of September 2015 all of our stations became staffed from the first train in the morning until the last scheduled train has run at night. Our staff will be happy to help you there and then. If they cannot help, our Customer Relations team will be able to assist. You can find their details on page 4.

c2c Live is our digital service for all your travel information and service needs. You can use the c2c Live app to plan a journey; purchase tickets or make a car park payment; check station information; get Tube updates and upload comments and photographs with feedback on the quality of our services. You can also use c2c Live for social media contact with us on Twitter and Facebook. You'll need to register with c2c Live if you want to take advantage of the automatic compensation we offer to our Smartcard customers for delays to our services from February 2016. The app is available to download on the Apple App Store or from Google Play.

c2c-online.co.uk is our website (we also have a mobile-friendly version if you have a smart phone). Here you can find information on your journey, buying tickets, our performance and other general information. You can get in touch with us through the feedback form on our website, simply visit c2c-online.co.uk/help-feedback/feedback-centre/

Our **Customer Relations Team** is available from 0800 to 2000 Monday to Friday and 0900 to 1600 on Saturdays, Sundays and bank holidays (except Christmas Day and Boxing Day when we will be closed). You can reach them by:

• **Online contact form:** c2c-online.co.uk/contact-us/

• **Phone:** 03457 44 44 22 (option 6)

• **Post:** Customer Relations, c2c Rail Limited, FREEPOST ADM3968, Southend, SS1 1ZS

Our telephone team is open on Boxing Day for help with your bookings for travel on the 27th of December. They are available by calling 03457 44 44 22.

Follow us [@c2c_rail](#) on Twitter or on our Facebook page – just search for **c2c rail**.

No matter how you contact us, we will record all your comments and suggestions and use them to help us improve the service we offer. If you choose to contact us by telephone, we aim to answer your call within 45 seconds.

For contact through Customer Relations, we acknowledge all comments and feedback within one working day and aim to answer 95% within ten working days. Our aim is to respond to all correspondence within twenty working days.

If you send us comments that relate to another train company, we will pass them on and let you know that we have done this. The other train company will reply to you directly.

If you're having problems with booking tickets online you can contact our **c2c Online Sales and Support team** by emailing c2cenquiries.it-solutions@atos.net or phoning 0345 744 44 22 (option 5). Lines are open 0800 to 2000 Monday to Friday and 0900 to 1600 on weekends and bank holidays.

Getting involved

We believe our customers have the best ideas to help us make better decisions for improving our services. We offer several ways for our customers to get involved.

Getting in touch

Passenger Panel

Our Passenger Panel represents the interests of you, our customers. It's made up of customers from across the c2c route, representing different stations, and is an ideal forum for discussing the topics that are at the heart of your journeys with us.

The Panel meets with senior c2c Directors eight times a year.

The aim of the panel is to:

- Provide a two-way communication, consultation and representation channel for our customers
- Gather feedback on c2c's ideas and future plans
- Put forward suggestions and ideas from customers, through members of the Panel
- Keep the Panel informed directly of performance trends and planned improvement works
- Let Panel members highlight incidents and issues on an ongoing basis outside of Panel sessions

The Panel is intended to discuss customers' views on c2c policy, rather than individual incidents. If you have an individual incident or complaint this should be referred to the **c2c Customer Relations team**.

If you have a suggestion for the improvement of our service, please email passengerpanel@c2crail.co.uk with your thoughts. These will be raised and discussed at our regular meetings, and Passenger Panel members will have the chance to reply to individual enquiries directly.

Panel member recruitment for 2019

We are seeking new members to join our Panel in 2019. The benefits of joining c2c Passenger Panel are:

- Contributing ideas to make c2c services better
- A chance to raise issues of importance with senior managers responsible for the day-to-day running of the business
- We offer up to £100 of National Rail Travel Vouchers as a thank you to Passenger Panel members for their time, based on their attending a minimum number of Panel sessions over the course of the year

If you would like to join, please visit c2c-online.co.uk/help-feedback/passenger-panel/

Meet the Manager

We hold regular 'Meet the Manager' events at stations across our route where you can give direct feedback to managers from our organisation.

Details of 'Meet the Manager' sessions are published three months in advance of the event taking place, via posters at stations, social media and on the website.

Customer Focus Groups

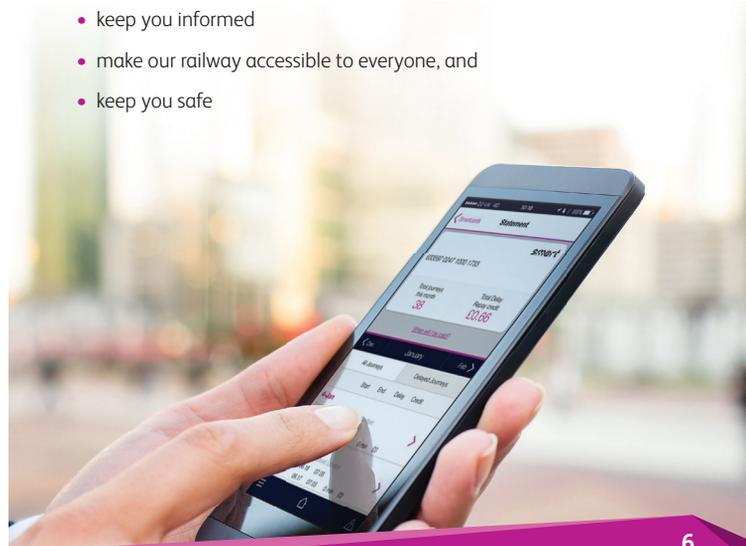
From time to time we hold focus groups with a cross-section of customers to get more in-depth feedback on a range of issues, such as our proposals for new developments. Please get in touch if you are interested and we will contact you when we next plan a focus group.

Our promises to you

We believe that when you travel with us, you should expect and receive high standards of service throughout your journey. This charter sets out the eight main commitments we will deliver for you.

Put simply, we will:

- run our trains on time
- offer you the best fare available for your journey
- offer you fair compensation if we get things wrong
- tell you the truth
- make sure you can always contact a member of staff
- keep you informed
- make our railway accessible to everyone, and
- keep you safe



Running our trains on time

– ‘Right-time railway’

We work hard every day to make sure that we run as many of our trains on time as possible. We are committed to providing you with important and up-to-date information regarding performance. The Government’s official measure of rail industry punctuality is the Public Performance Measure (PPM), which calculates the number of trains that arrive within five minutes of schedule at the terminating station.

However, we know that five minutes late is not ‘on-time’. So, we also publish additional information on our Right Time performance, which measures all trains that arrive within 59 seconds of schedule at the terminating station.

Further to this, from 1st April 2019 we will be moving to **On Time** as our core measure of performance. Our measure of On Time performance expands upon Right Time performance by including if trains arrive within 59 seconds of schedule at all their calling points, as well as their originating and terminating stations.

Part of these changes will see **Cancellations** being captured in a separate measure to differentiate between punctuality (how often does the train run to time) and reliability (how often does the train run and does it stop at all its booked stations). These metrics aim to provide greater transparency and clarity to our customers. The PPM, Right Time and On Time performance numbers are all calculated by Network Rail.

Our **c2c Live App** gives a Personalised Performance Report. This lets you track the punctuality of the c2c trains that you actually travelled on over a 12-month rolling period.

Offering you the best fare available – ‘Right ticket, right price’

We are committed to selling you the right ticket for your journey at the best available price. We have listened to you and we know that you would like the ticket buying process to be as simple and clear as possible.

We will make buying a ticket from us much easier by:

- providing staff or a ticket machine at your stations
- offering a clear and user-friendly ticket-buying experience that guides you to the best ticket for your journey
- aiming to provide a similar range of tickets, where possible, whether from our ticket offices, ticket machines or online

If you are worried that you have purchased the wrong ticket, please speak to a member of staff, who will see what can be done to help.

Our best-fare commitment

If we sell you a ticket that you have used for a journey entirely on the c2c route and within the London Travelcard area and you can show that we could have sold you a cheaper ticket for that same journey, we will apologise and refund twice the difference of the price you paid for your ticket. **If you wish to claim compensation under this commitment, please contact Customer Relations.**

c2c Smartcard

You can buy most tickets, including Travelcards, for journeys on our network using a c2c Smartcard. This includes season tickets and tickets for individual journeys including on buses, tram and Tube services across London.

If you download and register with c2c Live, you can buy tickets using your smartphone or tablet. You can also buy and renew tickets online at tickets.c2c-online.co.uk/c2c/en/journeyplanning/

The same entitlements for paper tickets apply to those purchased on a Smartcard including refunds and changeovers. More details about ordering and using your Smartcard can be found on the website at c2c-online.co.uk/tickets-and-fares/c2c-smartcard/

c2c Smartcard rewards

For Annual Season Tickets bought online on a c2c Smartcard, you will be entitled to 4 off-peak tickets free of charge. You will receive an automated email within 24 hours of buying your Annual Season Ticket online which includes a pincode that can be used to redeem your 4 off-peak tickets. We also offer a c2c Smartcard Loyalty scheme which rewards you with loyalty points when you buy tickets online with your c2c Smartcard. For every £1 you spend you will be awarded 1 Loyalty point which can be used against future purchases.

For more details please go to our website using the following link:
c2c-online.co.uk/tickets-and-fares/loyalty-rewards/

Buying your ticket

We have staff available at our stations to help you buy a ticket during our ticket office opening hours. We aim to ensure that you can buy a ticket at our ticket offices or ticket machines within five minutes during peak times or within three minutes at other times. We display ticket office opening hours and times of our peak periods at each station.

Self-service ticket machines offer a similar selection of the tickets available online or from our ticket office staff. However please note that some tickets, such as GroupSave tickets and our online promotional offers, cannot be purchased from a ticket machine.

We are looking at improving the ticket machines on the route, which will include offering a more similar selection of tickets available online and

Offering you the best fare available

– ‘Right ticket, right price’

from the ticket office. We accept payment in cash, debit or credit card, or by National Rail Travel Vouchers when the station ticket office is open.

You can buy a ticket for travelling on c2c services on our website. You can collect it from any ticket machine using the credit or debit card used to buy the ticket, or we can send it to you by first-class post (please allow five working days from the date of ordering for delivery). You can also choose to have your season ticket sent by recorded delivery. However, this will incur an additional charge. **If you have problems with any of our ticket machines, please speak to a member of staff or contact our Customer Relations team for help.**

National Rail Conditions of Travel

These conditions create the legal agreement that you enter into with us when you buy a rail ticket. You must have a ticket, or other authority to travel, which is valid for the train (or trains) you use. If you would like a copy of the National Rail Conditions of Travel, you can ask for one (free of charge) at any of our stations or from our Customer Relations team. They are also available online at

nationalrail.co.uk/National%20Rail%20Conditions%20of%20Travel.pdf

If you use an Oyster card on our services, the Oyster Conditions of Use on National Rail set out your rights and responsibilities and these apply rather than the National Rail Conditions of Travel. A copy of the Oyster Conditions of Use on National Rail are available online at

nationalrail.co.uk/static/documents/content/Oystercou.pdf

Ticket validity

During normal service, all our ticket barriers will be in operation so that you can validate your ticket at the beginning and end of your journey. We take a very strict approach so you must always have a valid ticket (or other authority to travel) with you when you travel. The gateline ticket barriers are covered by CCTV. It is your responsibility to have the correct ticket and to keep it with you until you have completed your journey.

If you cannot present a valid ticket or other authority to travel when asked you may be liable to pay a penalty fare or face prosecution. This includes not having the correct ticket on your c2c Smartcard or Oyster card for the journey you are making. We do this to deter the small number of passengers who avoid paying their fare. You can find full details of our Penalty Fares policy on our website at c2c-online.co.uk/help_centre/tickets/

Seating availability

We run a very frequent service and do all we can to ensure that you can get a seat. However, we do not offer a seat-reservation service and we do not guarantee that a seat will be available for you on every train, particularly during our busiest times.

We provide useful information on our website to let you know on which

peak train you are more likely to find a seat. For more information please go to c2c-online.co.uk/our-network/finding-quieter-trains/

GroupSave

We offer discounts on travel fares for groups of three or more people travelling together. GroupSave tickets are available to buy at station ticket offices or online only and are not available from our ticket machines. When buying online, the discount is automatically applied to any qualifying ticket when three or more tickets are purchased together.

If you have additional queries regarding your Group travel, please contact Customer Relations (0345 744 44 22 option 5). **Please note that all members of the group must travel together at all times.**

Season tickets

If you make the same journey regularly, a c2c season ticket could save you money. We have provided a simplified version of our terms and conditions to help you understand the key information and the benefits on offer.

- **Annual Season Tickets** give you 52 weeks' travel for the price of 40
- **Monthly Season Tickets** are priced at less than four times the cost of Weekly Season tickets and are valid for a full calendar month
- **Weekly Season Tickets** are priced at less than five Anytime Return tickets and are valid for seven days in a row
- We also offer season tickets for periods of more than one month (but less than 52 weeks)

Best value fares

We will continue to sell the following special fares:

- **Senior Rover** fare for travel on c2c services anywhere outside the Travelcard area and one that includes the Travelcard area
- **Flexi-Season** is perfect for part time commuters or someone who likes more flexibility when they travel. More information can be found on our website at c2c-online.co.uk/tickets-and-fares/c2c-smartcard/flexi-season/
- **a Student Smartcard season ticket** which offers a one third discount on the price of the season ticket for travel on the c2c route. This applies to students, aged 16 or over, at selected colleges in the South Essex area. Please visit the following link for more information: c2c-online.co.uk/tickets-and-fares/c2c-smartcard/smart-student/

Photocards for season tickets

To buy a season ticket you will need a photocard (issued free of charge from ticket offices) with a passport-sized photograph of yourself. Each photocard has a unique number endorsed on your season ticket. You must always have your season ticket and photocard together otherwise your ticket is not valid

Offering you the best fare available

– ‘Right ticket, right price’

for travel. If you lose your paper photocard or it is stolen, we can issue a new one. You will need another passport-size photograph for this. Smartcard customers do not need a separate photocard as your photograph is endorsed on your Smartcard.

Lost or stolen season tickets

If you lose your Smartcard season ticket or it is stolen, just visit any of our stations. We will immediately cancel your ticket and arrange to send a replacement. We charge an administration fee of £20 each time we replace a Smartcard.

If you lose your paper annual or monthly season ticket or it is stolen, report this immediately at the ticket office where you bought it. If you think it was stolen, you should also report this to the police. If you can't get it back and the original was issued for one month or more, you can apply for a duplicate ticket. There is an administration charge of £20 before we will issue a duplicate season ticket. If your original season ticket has been confirmed as stolen following a police investigation, we will waive the charge for a duplicate ticket.

Please note that we do not issue duplicates for lost or stolen weekly season tickets.

Duplicate paper season tickets

If we issue a duplicate paper season ticket and you subsequently lose or mislay it, we will always consider your application for a replacement. You may be asked to attend a meeting to explain the circumstance in which your duplicate season ticket was lost or stolen.

c2c abides by the Code of Practice for holding these meetings (for details go to - nationalrail.co.uk/times_fares/46427.aspx). If we are satisfied with the evidence presented at the meeting and after you have paid a £20 administration charge we will issue your replacement season ticket. We will also give you the option to transfer your paper season ticket onto a Smartcard. If you bought tickets to travel whilst waiting for your application to be approved, we will refund the cost of those tickets as long as you hand them in within 28 days from the date they were used to travel.

Season ticket changeovers

If you move home or change your place of work, you can apply to exchange your season ticket for your new journey for one with the same expiry date. You can do this if the ticket was valid for a month or more when issued and if it has at least seven days left on it to travel. This is called a ‘changeover’. You can apply at any of our ticket offices a few days before the date of the change. Any extra charge or refund will be based on the price you paid when you bought the original season ticket. We do not charge an

administration fee for this service. We are unable to process changeovers on Weekly Season Tickets.

Damaged or faulty season tickets

If your paper season ticket is damaged, cannot be read or is faulty, we will replace it free of charge. Just hand it in at any of our ticket offices and a member of staff will be happy to help.

Season tickets left at home

If you do not have your season ticket and photocard with you when you travel, you must buy a ticket before you travel. We will refund the cost of the extra ticket on the first two occasions that this happens in any 12-month period and we charge an administration fee of £10 on the second occasion. You must keep the extra ticket and hand it in to us within 28 days after using it to travel.

Refunds on season tickets

If you have a paper season ticket that you no longer need, please return it to one of our ticket offices as soon as possible. If you bought it online, follow the refund instructions on the website you used. We charge an administration fee of £10 for season ticket refunds. If you have a Smartcard and are registered for c2c Live, you can hand in your season ticket at any of our stations.

Season tickets offer significant savings and you may find that if your ticket is reaching its expiry date, you will only receive a small refund or nothing at all. An Annual Season Ticket gives you 52 weeks of travel for the price of 40, therefore if you claim a refund after 40 weeks of the ticket being valid, there will not be any refund value.

Refunds on season tickets for medical reasons

If you have not been able to use your season ticket because you have been ill for four weeks or longer, you may apply for a refund. We will consider your application on a discretionary basis but we must receive a ‘fit note’ (used to be called a sick note), a copy of your season ticket and photocard, and a letter from your employer stating the period of leave taken. Once this is approved, you will be entitled to a refund of 50% of the value of your ticket during the period it was unused whilst you were on sick leave sickness.

If due to illness you are no longer able to travel, we will consider a refund on your season ticket from the start date given on your fit note, rather than from the date you handed your season ticket in to us. To apply, just hand in your season ticket at the station along with copies of the fit note and a letter from your employer. Otherwise you can send your application to our Customer Relations team. We will only accept one claim from you within a 12-month period.

Offering you fair compensation when things go wrong

We work extremely hard with Network Rail to avoid incidents that cause disruptions to our services. Where delays occur we do all that we can to manage and minimise the length of the delay to your journey.

Sometimes, despite our best efforts, things do go wrong with our services. We recognise that any disruption can be frustrating so we will compensate you fairly when you are affected by delays to our services. We give you the option of receiving compensation by various means including cheque, payment to a credit/debit card, National Rail Travel Vouchers and cash.

Delay Repay 15

From 4 February 2018, we have been offering a new tier of compensation for delays of 15 minutes to 29 minutes. If your train was delayed by between 15 and 29 minutes, you will be eligible for 25% of the cost of your single journey (or the appropriate percentage for season tickets and returns).

Automatic Delay Repay

Our Automatic Delay Repay scheme automatically calculates the length of any delay to your journey when you use your Smartcard to travel and automatically pays compensation based on the compensation categories below. Compensation is automatically paid for all delays from 2 minutes to your Smartcard account as an eVoucher.

Please note that to be entitled to automatic compensation; you will need to validate your journey by tapping your Smartcard on our gates at the start and end of your journey.

Length of delay	Delay Compensation
2 to 14 minutes	You'll get 3p back for every minute you are delayed. So for a delay of 2 minutes you will receive 3p, 3 minutes 6p, 4 minutes 9p, and so on
15 to 29 minutes	25% of the cost of a single journey (or the appropriate percentage for season and return tickets)
30 to 59 minutes	50% of the cost of a single journey (or the appropriate percentage for season and return tickets)
60 to 119 minutes	100% of the cost of a single journey (or the appropriate pro-rata percentage for season and return tickets)
120 minutes or longer	100% of the cost of the return journey (or the appropriate pro-rata percentage for season and return tickets)

More details about the scheme can be found on our website by going to c2c-online.co.uk/tickets-and-fares/c2c-smartcard/automatic-delay-repay/

Delay Repay

If you choose not to use a c2c Smartcard, you can claim for compensation for delays of 15 minutes or more by making a claim through our Delay Repay scheme. The amount you receive will depend on the type of ticket you have and the length of time that you were delayed. The table below summarises our commitment:

Length of delay	Delay Repay Compensation
15 to 29 minutes	25% of the cost of a single journey (or the appropriate percentage for season and return tickets)
30 to 59 minutes	50% of the cost of a single journey (or the appropriate percentage for season tickets and returns)
60 to 119 minutes	100% of the cost of a single journey (or the appropriate percentage for season tickets and returns)
120 minutes or longer	100% of the cost of a return journey if you have a return ticket (or the appropriate percentage for season tickets)

In accordance with your legal rights as a consumer, including those under the Consumer Rights Act 2015, you may be eligible to a different level or method of compensation, where c2c is at fault. Nothing set out above is intended to limit or exclude your legal rights in these circumstances. If you believe this applies to your journey, please contact our Customer Relations team. Contact details can be found on our website by visiting: c2c-online.co.uk/contact-us/

We have made it much easier for you to claim for Delay Repay. You can fill out and submit a claim through our dedicated claims portal found here: c2c.delayrepaycompensation.com/index.cfm?action=myclaims.add

We require details about your delayed journey, the type of ticket you have and proof of purchase. To make things easier, you won't have to re-enter the details of the ticket for further claims on the same ticket. This includes only having to upload proof of purchase just once. Should you choose to post us a claim, you can pick up a Delay Repay form from any of our stations and send the completed form to us at the pre-printed Freepost address.

When making a claim, you can choose to receive compensation in one of four ways:

- cheque
- credit/debit card (can only do this using the online application form on website)
- National Rail Travel Voucher
- cash (by choosing National Rail Travel Voucher and exchanging for cash at a c2c ticket office)

We are planning on introducing new methods of receiving compensation, giving you greater choice. Please keep an eye on our website for details.

Offering you fair compensation when things go wrong

Compensation will be paid within 14 days of your claim being agreed. However, sometimes this may take longer for reasons out of our control such as your cheque getting lost in the post.

You might have a statutory right under the Consumer Rights Act 2015 to receive compensation via the method you paid. Should an acceptable method not be listed then please contact our Customer Relations team. Further details about the scheme can be found on the website by visiting c2c-online.co.uk/assistance/delay-repay/

Your Delay Repay entitlement explained

Under the Delay Repay scheme, if you are delayed by 15 minutes or more, you will be entitled to compensation against the cost of your journey with us. The amount you receive will depend on the type of ticket you have:

- For a single ticket the cost is the same as the cost of the journey. We work out the cost per journey of a return ticket as half the total cost of the ticket
- If you have a season ticket, we work out the journey cost as the cost of the ticket divided by the average number of working days (to get the daily rate of travel) and then divide it by two
- For a Weekly Season ticket, we divide the cost of the ticket by 5 working days to get the daily rate of travel and then by two to get the cost of the journey – so in other words, the cost of the ticket divided by 10
- For a Monthly Season ticket, we divide the cost of the ticket by 20 working days, (to get the daily rate of travel), and then by two to get the cost of the journey – so in other words, the cost of the ticket divided by 40
- For an Annual Season ticket, we divide the cost of the ticket by 232 working days (to get the daily rate of travel), and then by two to get the cost of the journey – so in other words, the cost of the ticket divided by 464

• For season tickets with other lengths of validity, we will work out the number of working days (based on 5 in a full week) to get the journey cost as above

If we introduce an emergency timetable, compensation will be based on the performance measured against the emergency timetable.

For Monthly or Annual Season ticket holders we will offer additional compensation where you are affected by delays to your journey of 30 minutes or above for 8 or more working days in any 28-day rail-industry period.

We offer two options for you to receive this additional compensation:

- You can choose either a number of free journeys on our network (based on two in each period affected), valid for 12 months
- Or you can request National Rail Travel Vouchers (which can be exchanged for cash at a c2c ticket office) to the value of one single journey which can be used to buy future rail tickets.

If you have a daily ticket and decide not to make your journey due to disruption, you will be entitled to a full refund by returning your ticket to any National Rail ticket office or by sending it to our Customer Relations team. You must make your claim within 28 days of the date of disruption.

If you need to make a claim

Please fill in the form which is available on our website or from a member of staff at a station and follow the instructions. This includes handing in your ticket (although we also accept scanned copies). If you have a Smartcard then we will need the number on your card.

If you need to retain your ticket following completion of your journey, for example because you wish to make a compensation claim after a delay to your journey, instead of using the 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.

If you made your journey on Oyster/Contactless/PAYG, please fill in the form on the website and attach a photo/scan of your TfL journey history printout. This can be printed from a TfL ticket machine if you have an Oyster Card, or from your TfL online account if your card/device is registered.

Amended timetables

At times we may need to change our timetable. This may be due to planned engineering work, extreme weather conditions or during autumn. Any compensation due will be based on the amended timetable for that day.

Refunds when there is no disruption

Even if the train service is running normally and you decide not to travel for your own reasons, you can still apply for a refund on the ticket for that journey. **Refunds are available on:**

- most tickets which have been bought but not used; and
- the unused part of a season ticket from the time you hand the season ticket back to us (subject to a £10 administration fee)

Refunds for unused tickets

If you bought the ticket at a c2c ticket office you can return it to any c2c ticket office. If you bought it online, follow the refund instructions on the website you used. If you bought it from a travel agent, return it to them. In each case you must make your claim within 28 days of the ticket no longer being valid and we charge an administration fee of £10. If you need help or advice, please contact our Customer Relations team. Contact details can be found on our website by visiting: c2c-online.co.uk/contact-us/

We will refund all types of tickets sold by us for travel on our route. Some types of ticket, such as Advance tickets bought for travel on other operators, are non-refundable, except if the train was cancelled or delayed.

Telling you the truth

By sharing up-to-date and relevant performance information, we will let you be the judge of how well we are performing. We will make the following information available on our website:

- Our customer satisfaction results
- Key performance indicators
- Service-quality standard scores

We will set out and publish our yearly targets for each of these areas. We will make the results available on our website and in our Annual Customer Report which we will publish every year.

Service-quality standards

We will report on the quality of our services from a customer's viewpoint as follows -

- train standards – cleanliness, facilities and information
- station standards – cleanliness, information, condition and facilities

Commuter News

On our website, every three months we will publish our quarterly downloadable magazine with news and updates on everything that matters to you as a regular c2c passenger. Commuter News sets out:

- our upcoming plans that affect your journey
- when available, the latest results from the National Rail Passenger Survey and our performance against our targets
- information on punctuality and train performance including the 'Right Time' measure set out above
- news about our involvement in the community and our impact on the environment

Your Annual Customer Report

We will publish a detailed customer and stakeholder report each year. We will make it available on our website, at our stations and send it via email to registered customers. **As well as the topics above it will set out:**

- a detailed summary of the investments made that year
- our yearly safety and security results
- customer satisfaction scores
- our research findings
- community initiatives
- the investments we are considering for the future

Making sure you can always contact a member of staff

We know many of our customers can use our station services without help. We also recognise the importance of staff being available to help customers with buying a ticket, providing information and help if you are disabled, or by them being present if you are concerned about personal safety.

We will make sure there is always someone available to help you by providing staff at our stations from the first to the last scheduled train has run at night. You can also use Help Points on stations and on trains which puts you through to a member of staff at our Control Centre.



Keeping you informed

From customer research, we understand the importance of prompt and accurate information, especially if an incident causes delays or changes to your travel plans. The following are some of the ways you can find out real-time information about us and the services we offer.

c2c Live

Download and register with our c2c Live app and you will have access to real-time information, including timetables, service alterations and disruptions.

c2c-online.co.uk

Our website contains a wealth of information on all things to do with us, including timetables, ticketing and service alterations.

Twitter and Facebook

Follow us on Twitter for information about our services and live travel updates. You can connect with us and other customers on our Facebook page. When interacting with us on Social Media, please be mindful of our c2c Social Media Policy which can be found at:

c2c-online.co.uk/terms-and-conditions/c2c-social-media-policy/

National Rail Enquiries

You can find information about train times, fares and ticket types, general advice and help in planning your journey, as well as up-to-date live train-running information from National Rail Enquiries. The phone line is available 24 hours a day, seven days a week. Calls may be monitored.

Phone: 03457 48 49 50 **Website:** www.nationalrail.co.uk

Also, you can call TrainTracker on 03457 48 49 50 or text 84950 for current train times.

Timetables

We provide timetable information for all of our services on c2c-online.co.uk and **c2c Live**, and display it at all of our stations.

Our timetable booklets and credit-card-sized timetables will be available free of charge. When we introduce new timetables, copies of booklets or credit-card-sized timetables will be available at all of our stations and on our website at least 28 days before the changes come into effect.

We will produce our timetable in other formats (such as in large print) to help customers who have sight difficulties. If you need another format, please get in touch.

It is not always possible to hold trains for late-running connections. However we will do our best to keep any disruption to your journey to a minimum. Where possible we will hold the last train connection but if we can't, we will provide a replacement bus service or taxi.

Engineering works

We are one of the most intensely used commuter railways in the country. Because of this we need to have a programme of maintenance and renewal for our track and signals. This sometimes means we have to change train times or substitute trains with buses so our engineers can carry out essential maintenance work or install improved facilities. We will try to keep disruption to your journey to a minimum, but please bear with us when this happens. When buses replace trains, we cannot carry bulky items such as non-folding bikes.

Normally, the timetable for any particular day is confirmed 12 weeks in advance. For a temporary period Network Rail isn't able to do this, instead confirming timetables between 2 and 6 weeks in advance.

When engineering work is planned, we will make the information available beforehand on c2c-online.co.uk, c2c Live, posters, direct messaging and through National Rail Enquiries on 03457 48 49 50 or their website at www.nationalrail.co.uk. A summary of any planned service alterations due to engineering work will also be available 14 days beforehand by asking our station staff.

We will also display posters to let you know about alterations to services. These will be displayed in prominent positions at the stations where train services are affected. We will do this at least seven days beforehand, and the posters will include a summary of forthcoming engineering work.

If emergency engineering work is needed, we may not be able to give very much notice, but we will let you know how it might affect you as soon as we know.

During disruption

We will make sure that on our trains and at our stations we keep you informed about any changes to your planned journey. We will be open about why your journey is affected and help you find other travel options wherever we can. Our commitments to you are that:

- our drivers will try to make an initial announcement within one minute of coming to an unscheduled stop
- we will manage all our information screens and channels to give a single and consistent view of the incident affecting your journey
- c2c Live will provide live updates on train progress and forecasts on train arrival times
- we will provide regular service updates on our Twitter service
- we will provide information to inform you of your rights to compensation

Making our railway accessible for all

We are committed to helping our disabled customers use our services. We have an ongoing programme to improve accessibility for all. We currently have step-free access at the majority of stations. Our long-term aim is to provide step-free access at all stations.

We also have a Disabled People's Protection Policy (DPPP) which sets out details of the services and the assistance we offer to disabled customers. Copies are available at c2c-online.co.uk/help-feedback/travel-assistance/, on request from our Customer Relations team, or at our stations.

Booking help with your journey

If you need help with your journey, we have a special phone helpline (03457 44 44 22, option 3), which operates all day, every day (except Christmas Day). We will make sure that, wherever possible, you are met and given the help you need to access our services. You can also book assistance through the c2c Live app (giving 24 hours' notice). If you need help with your journey, we ask that you give us four hours' notice for journeys on our trains. For journeys on other parts of the rail network, we recommend you give at least 24 hours' notice. Just contact us and we will offer advice and help you to plan your journey.

Turn Up and Go

We'll provide assistance at any of our stations, even if you haven't had a chance to book in advance. Staff may have to finish other duties first when assistance has not been booked, but we will always try to provide assistance as soon as reasonably possible. For a specific service, you are advised to book ahead. If we have made a commitment to provide help, and fail to do so, we will apologise and refund twice the cost of your journey.

Wheelchairs and scooters

You are welcome to take your wheelchair or mobility scooter on our trains but due to safety reasons there are limits to the size and weight that can be carried. **Generally the following will apply:**

- Wheelchairs and scooters must be no more than 120cm long and 70cm wide. Including the weight of the user, they must not weigh more than 300kg
- If the wheelchair or scooter is too large or heavy, our station staff will not let you on the train
- If there is a gap between the train and the platform, we will use an approved access ramp to bridge the gap. Our staff are trained to use the ramp and you must not use the ramp on your own
- You must be able to steer your scooter up and down the ramp as our staff cannot do this for you
- The speed limit on our stations is 3 miles an hour

Keeping you safe

We will do all we can to make sure you are safe and feel secure while at our stations and on our trains. That's why in July 2015, we created a dedicated team of British Transport Police officers solely for our route.

The team is responsible for:

- Reducing crime and disorder
- Reducing delays and disruption to services
- Increasing both staff and customer confidence

Help and Liaison Officers (HALO)

Our initiatives meant we achieved Railway Safety Accreditation Scheme for our Help and Liaison Officers (HALO). Our HALO security teams make regular patrols of our stations and trains and ensure you feel safe when travelling on our route.

Over the past year, we have successfully begun the upgrade of CCTV equipment at stations. We also continue to operate our CCTV monitoring control suite at Romford which was opened in 2016.

Secure Stations

All of our stations continue to have Secure Stations accreditation. This means our stations conform to security standards set by the DfT and that we have policies and structures in place to prevent crimes.

Zero Tolerance policy

All of our stations should be a safe place for both our customers and our staff. We have a Zero Tolerance policy on staff assaults and work closely with the British Transport Police in order to prosecute any offenders. This helps to ensure that our route remains a safe environment for all.



Other information

Consideration for other passengers (Passenger travel etiquette):

We run our trains as a service to the public, with the aim of providing a pleasant journey experience for all our customers. We ask that all customers travelling on our services act with consideration towards other passengers. If we have good reason, we can refuse you access to our services or have a person or group of people removed from a train or station.

Quiet coach: If you want to travel without too much noise, you can use our quiet coach. One in every four coaches will be clearly marked as a quiet coach. We ask all customers travelling in the quiet coach to avoid talking or making mobile phone calls, to keep conversations quiet and use all electrical equipment in silent mode.

Free WiFi: We have free WiFi at our stations and onboard our trains. When onboard our trains, users are limited to using 50MB of 3G and 4G mobile network data each day. WiFi can be accessed by opening up WiFi settings on your device and registering with "c2c Free Train WiFi" under your available network list.

Cycles: Where space is available, and it is safe to do so, you are welcome to bring cycles on our trains. However during our morning and evening peaks we operate busy commuter trains where offering space to passengers is our priority and we are not able to accept cycles (except folding cycles) at these times. You can find full details of the restrictions that apply and our policy on our website, at our stations or from our Customer Relations team. You can always take advantage of our cycle spaces at stations to store your cycle before travelling.

We cannot carry non-folding cycles on services that arrive in London between 0714 and 0930 and depart from London between 16:30 and 18:35. This restriction applies to all intermediate stations on the journey into and out of London.

Luggage: You may take a single item of hand luggage which you can hold in your lap if need be, plus up to two items of luggage each no bigger than 30 x 70 x 90 cm. You should be able to manage your luggage without extra help, unless you are disabled or have reduced mobility and have made arrangements for help. Luggage must not take up seats if it prevents other passengers from getting a seat.

Smoking: We do not allow smoking, including e-cigarettes, anywhere on our trains or stations except on station forecourts and car parks. Please place any rubbish or cigarette stubs in the bins provided.

Lost property: If you have lost something on one of our trains or at one of our stations, please visit our website and complete the Lost Property online form. This can be found here: [c2c-online.co.uk/help-feedback/lost-property/](https://www.c2c-online.co.uk/help-feedback/lost-property/) We will use the information to see if we can find your item.

In 2019 we will be working with external suppliers in order to improve our lost property service. Our new and improved processes will increase the proportion of lost items we are able to return. For a small fee, you will also be able to have your lost items be returned via courier for the first time.

Catering: We do not provide any catering on our trains. However, many of our stations do have shops and kiosks selling papers, magazines, drinks and snacks.

What happens if you have a complaint?

We will always do our very best to deliver great service and to deal with your concerns in a fair and reasonable way. If you would like to make a complaint, you can do so by contacting our Customer Relations team. Contact details can be found on our website by visiting: [c2c-online.co.uk/contact-us/](https://www.c2c-online.co.uk/contact-us/)

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 ongoing complaints between us and our customers. 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; &
- 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, industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was established. 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. Below are the Rail Ombudsman contact details and hours of operation of their contact centre.

Website: (including online chat): www.railombudsman.org

Telephone: 0330 094 0362 **Textphone:** 0330 094 0363

Email: info@railombudsman.org **Twitter:** @RailOmbudsman

Post: FREEPOST – RAIL OMBUDSMAN

The Contact Centre team are available:

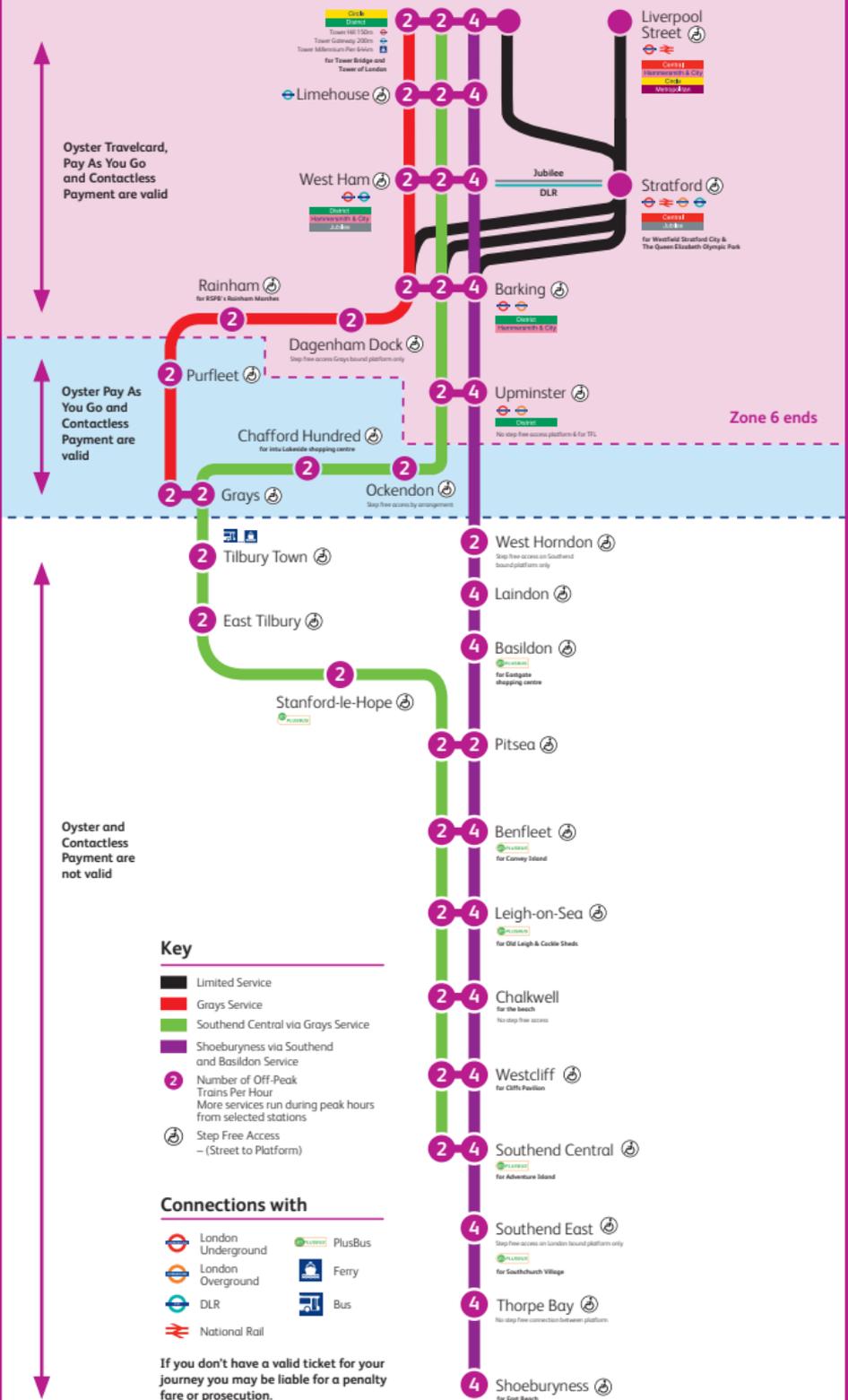
Monday to Friday 0800 - 2000

Saturday and Bank Holidays (excluding Christmas Day) 0800 - 1300

Other ways of getting a copy of this Charter

You can get more copies of this charter from all our stations, on our website at [c2c-online.co.uk](https://www.c2c-online.co.uk) or by contacting our Customer Relations team. You can also ask our Customer Relations team for a copy in Braille, large print or on audio and for copies of other train operators' Passenger's Charters.

Fenchurch Street



We really want to hear your views to include them in future planning and as feedback to staff, so please do tell us what you think on any subject involving c2c.

Email
contact@c2crail.co.uk

Phone
0345 744 4422

Post
c2c Customer Relations, FREEPOST
ADM3968, Southend, SS1 1ZS

Twitter
@c2c_Rail

Facebook
c2c Rail