

Valid from 01 November 2019
until further notice

Passenger's Charter



c2c-online.co.uk

c2c

Contents

Introduction	1	Keeping you informed with clear and transparent with information	16
Getting in touch	2-4	Commuter News	16
Contacting us	2-3	Your Annual Customer Report	16
Getting involved	3	Making sure you can always contact a member of staff	17
Passenger Panel	3-4	Keeping you informed	18-19
Panel member recruitment	4	www.c2c-online.co.uk	18
Meet & Tweet the Manager	4	Twitter and Facebook	18
Customer Focus Groups	4	National Rail Enquiries	18
		Timetables	18
		Engineering works	19
		During disruption	19
Our promises to you	5	Making our railway accessible for all	20-21
Running our trains on time – ‘Right-time railway’	5	Booking help with your journey	20
		Turn Up and Go	20
		Wheelchairs and scooters	20-21
Offering you the best fare available – ‘Right ticket, right price’	6-11	Keeping you safe	21
Our best-fare commitment	6	Zero tolerance policy	21
c2c Smartcard	6	Other information	22-23
c2c Smartcard rewards	7	Considering other passengers	22
Buying your ticket	8	Quiet coach	22
National Rail Conditions of Travel	8	Free WiFi	22
Ticket validity	8	Cycles	22
Seating availability	9	Luggage	23
GroupSave	9	Smoking	23
Season tickets	9	Lost Property	23
Photocards for Season Tickets	9	Catering	23
Lost or stolen Season Tickets	10	What happens if you have a complaint?	23-24
Duplicate paper Season Tickets	10	Other ways of getting a copy of this Charter	24
Season Ticket changeovers	10		
Damaged or faulty Season Tickets	11		
Season Tickets left at home	11		
Refunds on Season Tickets	11		
Refunds on Season Tickets for medical reasons	11		
Offering you fair compensation when things go wrong	12-14		
Delay Repay and Automatic Dealy Repay	12-14		
How your Delay Repay entitlement is calculated	14-14		
If you need to make a claim	15		
Amended timetables	15		
Refunds when there is no disruption	15		
Refunds for unused tickets	15		
Refunds for unused tickets	15		

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:

- Working hard to retain our record as the UK's most punctual train operator, as measured under the rail industry's new On Time measure - the toughest metric ever.
- The introduction of our new PICO ticketing system. This is the UK's first single ticketing solution which combines five different channels that customers can use to buy their tickets. It combines ticket office machines, ticket vending machines, our website, app and new handheld devices all into one single system.
- Station modernisation works are underway to improve facilities at our stations. We will be making improvements at every station including major redevelopment of some of our busiest or most cramped stations.
- All 25 c2c-managed stations were re-accredited by the British Transport Police under the Secure Stations scheme.

We are constantly looking for ways to meet your expectations and address any concerns. Your comments and views help shape the way we operate our service. 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', below).

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

Contacting us

If you can't get the help that you need at one of our stations, you can contact us online or through our phone service.

c2c-online.co.uk is our new-look website. This is the simplest way to buy tickets and you can find information on your journey, our performance and other general information. You can get in touch with us through the feedback form on our website, simply visit www.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: www.c2c-online.co.uk/contact-us/
- Email - contact@c2crail.co.uk
- Phone - 03457 44 44 22
- Post - Customer Relations, c2c Rail Limited, FREEPOST ADM3968, Southend, SS1 1ZS

Follow us @c2c_rail on Twitter or on our Facebook page – just search for c2c rail.

Getting in touch

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. Our aim is to respond to all correspondence within 20 working days. If you choose to contact us by telephone, we will try to answer your call within 45 seconds.

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.

We will soon be launching our c2c Travel app which provides you with personalised information and easy channels to buy your ticket. You can find out more information about it on our website.

Getting involved

We believe your ideas can help us make better decisions and improve our services. We offer several ways for our customers to get involved.

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 Managers regularly.

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, you can 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

We are seeking new members to join our Panel. 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:

www.c2c-online.co.uk/help-feedback/passenger-panel/

Meet & Tweet the Manager

We hold regular 'Meet & Tweet the Manager' events throughout the year. These allow you to give direct feedback to Managers from our organisation at our stations or through social media.

Details of 'Meet & Tweet the Manager' sessions are published three months in advance of the event taking place, via posters on stations, social media and on our 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 seven 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
- keep you informed with clear and transparent with information
- ensure you can always contact a member of staff
- 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.

The Government's new official measure of rail industry punctuality is the On Time metric, which assesses whether trains arrive within 60 seconds of their scheduled time at each stop on every service.

The other main industry punctuality metric is the Public Performance Measure, which reports whether trains arrived at their final destination within five minutes of schedule.

The On Time and PPM performance numbers are all calculated by Network Rail and published on our website.

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, which you can buy through whichever method suits you best:

- Online through our website or the new c2c Travel app which launches soon
- At one of our stations from the ticket office or ticket vending machines
- On our c2c Smartcard or as a paper ticket

Our best-fare commitment

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.

If we sell you a ticket that you have used for a journey entirely on the c2c route or 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.

You can buy Smartcard tickets online, and collect them from the barriers or the ticket vending machine at our station. You can also buy Smartcard tickets at the station from the ticket office (all except Limehouse station) or most ticket vending machines.

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 www.c2c-online.co.uk/tickets-and-fares/c2c-smartcard/.



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

c2c Smartcard rewards

If you purchase an Annual Season Ticket online or at one of our Stations, you will be entitled to 4 off-peak tickets free of charge.

You will receive an email after buying your Annual Season Ticket and registering your email address, 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: www.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. Our aim is to sell you a ticket from one of our ticket offices or 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 tickets available online or from our ticket office staff.

We are upgrading the ticket machines on the route, which will include offering a more similar selection of tickets available online and 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 also 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 www.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 <http://content.tfl.gov.uk/oyster-conditions-of-use-on-national-rail-services.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 www.c2c-online.co.uk/help_centre/tickets/how-do-penalty-fares-work/

Seating availability

We run a very frequent service and do all we can to help you 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 trains you are more likely to find a seat. For more information please go to www.c2c-online.co.uk/our-network/finding-quieter-trains/.

Offering you the best fare available

– ‘Right ticket, right price’

GroupSave

We offer discounts for groups of three or more people travelling together.

GroupSave tickets are available to buy at station ticket offices, online or on our new 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 weeks
- **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)

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 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.

Should your c2c Smartcard not have a photograph of you on it, in order to be valid for travel, it must also be accompanied by either, a photo rail card, drivers licence, passport or citizen card (together “Valid ID”).

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 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 ticket 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 consider your application for a replacement. You may be asked to attend a meeting to explain the circumstances 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 - http://www.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.

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

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, 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. This means if you claim a refund after 40 weeks of the ticket being valid, there will not be any refund value and you will not receive any money back.

Refunds on season tickets for medical reasons

If you have not been able to use your Season ticket because you were ill and unable to apply for a refund of the ticket when you stopped using it, we will offer you a refund from the date your illness started. We will need you to supply a medical certificate or ‘fit note’ (used to be called a sick note) and a copy of your Season Ticket.

Offering you fair compensation when things go wrong

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

We recognise that when things do go wrong, that disruption can be frustrating. 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 and Automatic Delay Repay

We offer customers who travel using our Smartcard compensation after 2 minutes of delay. This is paid at the rate of 3p for every minute of delay, between 2 and 14 minutes. This is automatically paid to your Smartcard account as an eVoucher.

We offer all customers compensation for delays starting at 15 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).

The longer your train was delayed, the more compensation we pay to you. The amount of compensation we pay increases once your delay exceeds 30 minutes, 60 minutes, and 120 minutes.

<i>Length of delay</i>	<i>Delay Compensation</i>
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. This is available for Smartcard users only.
15 to 29 minutes	5% of the cost of a single journey (or the appropriate percentage for season and return tickets). This is available for all customers, but Smartcard users get paid automatically.
30 to 59 minutes	50% of the cost of a single journey (or the appropriate percentage for season and return tickets). This is available for all customers, but Smartcard users get paid automatically.
60 to 119 minutes	100% of the cost of a single journey (or the appropriate pro-rata percentage for season and return tickets). This is available for all customers, but Smartcard users get paid automatically.
120 minutes or longer	100% of the cost of the return journey (or the appropriate pro-rata percentage for season and return tickets). This is available for all customers, but Smartcard users get paid automatically.

Offering you fair compensation when things go wrong

Customers who use a Smartcard are paid their compensation automatically. To receive this, you need to validate your journey by tapping your Smartcard on our gates at both the start and end of your journey. More details about the scheme can be found on our website at www.c2c-online.co.uk/tickets-and-fares/c2c-smartcard/automatic-delay-repay/

If you choose not to use a c2c Smartcard, you can still claim for compensation for delays of 15 minutes or more but you must make a claim to 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: <https://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.

Alternatively, you can pick up a Delay Repay form at any of our stations and post it 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.

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.

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. 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. 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: www.c2c-online.co.uk/contact-us/

How your Delay Repay entitlement is calculated

Under the Delay Repay scheme, the amount you receive will depend on the length of delay (as set out above) and 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
- 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 you have a combination of tickets for your journey, we will compensate you for your whole journey.

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.

Offering you fair compensation when things go wrong

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 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 planned 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: <https://www.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.

Keeping you informed with clear and transparent with information

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

We will set out 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.

Commuter News

Every three months, customers that have opted in to receive marketing emails from us will receive our quarterly digital 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

If you would like to receive a copy of Commuter News, please contact our Customer Relations team.

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 that sometimes you may want help or assistance when you are at one of our stations.

We publish ticket office opening hours for each station. When the ticket offices are closed, help is still always available for you. Every station has a Help Point which will connect you directly to a member of our staff, and is covered by CCTV so they can also see you. Our busiest stations are staffed whenever our trains are running, while at our quieter stations we have mobile security teams in the area who can be with you if you need assistance.



Keeping you informed

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.

www.c2c-online.co.uk

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

<http://www.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 www.c2c-online.co.uk and display it at all of our stations.

Our timetable booklets will be available free of charge. When we introduce new timetables, copies of the timetable booklets 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 normally 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.

Keeping you informed

Engineering work

c2c is one of the most intensely used commuter railways in the country. Because of this, Network Rail has a programme of maintenance and renewal for our track and signals to ensure we can run the reliable daily service you expect. This sometimes means we have to change train times or substitute trains with buses so their 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 engineering work is planned, we will make the information available beforehand on www.c2c-online.co.uk, posters at our stations, 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.

When buses replace trains, we cannot carry bulky items such as non-folding bikes.

During disruption

We will keep you informed about any changes to your planned journey on our trains and at our stations. 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:

- we will manage all our information screens and channels to give a single and consistent view of the incident affecting your journey
- we will provide regular service updates on our Twitter service and links to more information
- 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 <https://www.c2c-online.co.uk/help-feedback/travel-assistance/>, on request from our Customer Relations team, or at our stations.

From March 2020, the current Disabled Person's Protection Policy will be replaced by the new Accessible Travel Policy. More information will be made available early in 2020.

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. If you need help with your journey, we will guarantee you will get assistance if 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 do our best to provide assistance at any of our stations 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. If you need to catch a specific service, you are advised to book ahead for guaranteed support.

If we have made a commitment to provide help to you, and we 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

Making our railway accessible for all

- 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 for wheelchairs and scooters is 3 miles per 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.

- Our Help and Liaison Officers (HALO) security teams make regular patrols of our stations and trains and ensure you feel safe when travelling on our route.
- We work with a dedicated team of British Transport Police officers for the c2c route, to help reduce crime, disorder, and delays and disruption to services
- We have invested upgraded CCTV equipment which provides live monitoring of every station from our CCTV control suite
- All 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 is clearly marked as a quiet coach. We ask all customers travelling in the quiet coach to avoid making mobile phone calls, to keep conversations quiet, and to 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 100MB 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 off-peak. However during our morning and evening peaks we operate busy commuter services and offering this space to other passengers is our priority. This means we cannot accept cycles (except folding cycles) at the following times:

- Services that arrive in London between 07:14 and 09:30
- Services that depart from London between 16:30 and 18:35

This restriction applies to all intermediate stations on the journey into and out of London. 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.

Don't forget, you can always take advantage of our cycle spaces at stations to store your cycle before travelling.

Other information

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: <https://www.c2c-online.co.uk/help-feedback/lost-property/>. We will use the information to see if we can find your item.

Catering

We do not provide any catering on our trains. However, many of our stations have shops and kiosks which 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: <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 on going 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.

Please give us the opportunity to try to resolve your complaint. If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve on going complaints 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; and
- no more than 12 months have passed since we sent you our final response.

There are some complaints that the Rail Ombudsman won't be able to look into, for example if it's about the way one of our services has been designed, 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

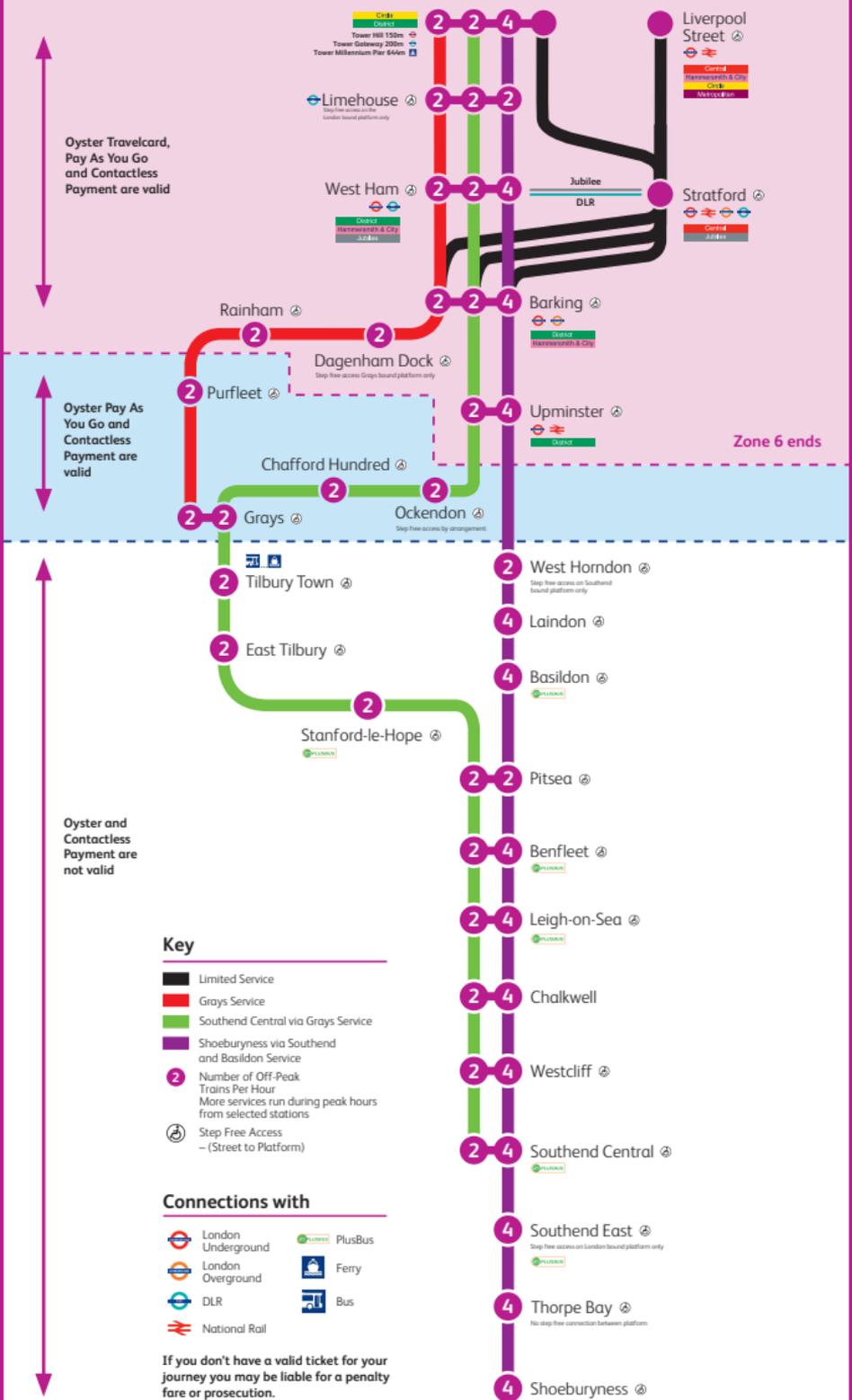
Post: FREEPOST – RAIL OMBUDSMAN

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 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