

Valid from Sunday 25 July 2021
until further notice

Passenger's Charter



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Introduction

This Passenger's Charter sets out the service we will provide to you, what our obligations are, and how we will fulfil them. It also covers what we will do when things go wrong and how you can get in touch with us with any comments, enquiries or complaints.

We have tried our best to keep this Charter simple and easy to read, even though it is an official document. 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 or the format is not accessible to you, please email, phone or write to our Customer Relations team. Full contact details are contained within this Charter. If you are reading this document online and wish to have a printed version, we can supply you with one. Please contact Customer Relations by emailing contact@c2crail.co.uk or calling 03457 444 422 to get a printed copy.

Contacting us

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
- claim Delay Repay compensation when you have been delayed
- suggest improvements
- let us know when we have got things right

We are always keen to receive your feedback so we can strive to improve our service to you in 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 on our website as well as on posters at stations.

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 customer service teams in the area who can be with you if you need assistance.

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.

Our website is available at c2c-online.co.uk. 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 c2c Train Travel app is available on Android and Apple devices. It provides you with personalised information and easy channels to buy your ticket. You can find out more information about it on our website www.c2c-online.co.uk/tickets-and-fares/c2c-train-travel-app/

Contacting us

Our Customer Relations Team is available from 08:00 to 20:00 Monday to Friday, and 09:00 to 16:00 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

If you want information, we also use Twitter ([@c2c_rail](https://twitter.com/c2c_rail)) and Facebook ([just search for c2c rail](#)) to engage with our customers and provide information and updates on journeys and services. These channels are both monitored 24/7 (excluding Christmas Day and Boxing Day). We are also on Instagram ([@c2c_rail](https://www.instagram.com/c2c_rail)) if you're looking for travel inspiration in London and South Essex.

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. We will respond to your correspondence as quickly as possible, and our aim is to always do this within 20 working days. If you choose to contact us by telephone, we will answer your call as soon as possible, and we will try to achieve this within 45 seconds on average.

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.

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

Contacting us

- 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. Passenger Panel meetings have been taking place virtually and when COVID-19 lockdown restricts ease, there will be an option for meetings to take place at c2c Head Office. 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/

Accessibility Panel

We understand the importance of involving disabled people in decision making in all aspects of what we do. In January 2021, c2c launched an Accessibility Panel in collaboration with Greater Anglia. The panel is made up of local people who use either c2c or Greater Anglia services. The panel will consult on matters including:

- Operational and policy decisions that may impact on the needs of customers
- Diversity Impact Assessment process

Contacting us

- The design and refurbishment of trains and stations
- Initiatives to improve the customer experience
- Staff training
- Accessible communication channels
- Accessible website and app features

If you are interested in joining the Accessibility Panel, you can email accessibilitypanel@greateranglia.co.uk or visit our website for more information www.c2c-online.co.uk/help-feedback/accessibility-panel

Feedback events

We hold '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 in advance with as much notice of the event taking place as possible, 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 main commitments we make to you. Put simply, we will always aim to:

- run our trains on time
- offer you the best fare available for your journey
- provide you with fair compensation if your journey is delayed or 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
- provide clean trains and stations

Running our trains on time

c2c and our industry partners work hard every day to make sure that we run a reliable service, with as many of our trains arriving on time as possible.

There are three primary official measures of rail industry punctuality:

- The On Time metric assesses whether trains arrive within 59 seconds of their scheduled time at each stop on the service
- The Time to 3 metric measures whether trains arrive within 2 minutes and 59 seconds of their scheduled time at each stop on the service
- The cancellations metric measures whether trains are fully cancelled or part cancelled for any part of the journey

The On Time, Time to 3 and cancellations performance numbers are calculated by Network Rail and expressed as a percentage. The latest results are published on our website.

Offering you fair compensation when things go wrong

We work extremely hard with Network Rail and our partners 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 understand that when things do go wrong, this delays you and disrupts your day. 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.

If you are unhappy with other aspects of our service, you can contact our Customer Relations team by emailing contact@c2crail.co.uk or calling 03457 444 422. You can get in touch with us through the feedback form on our website, simply visit c2c-online.co.uk/contact-us/

Delay Repay and Automatic Delay Repay

The longer you were delayed, the more compensation we pay to you. Delay Repay compensation is calculated based on your actual arrival time at the destination station compared against the arrival time advertised in the timetable or amended timetable. Everyone who travels with c2c is eligible for compensation if they are delayed for 15 minutes or longer. If you travel using a c2c Smartcard ticket and register with us, you are also eligible for additional compensation after delays of 2-14 minutes as well.

Offering you fair compensation when things go wrong

Length of delay	Delay Compensation
2 to 14 minutes	You'll get 3p back for every minute you are delayed from 2 minutes onward. So for a delay of 2 minutes you will receive 3p, or for a delay of 3 minutes you will receive 6p, and so on. This is available for Smartcard users only.
15 to 29 minutes	25% of the cost of a single journey (or the appropriate figure for season tickets, as set out below). This is available for all customers; if you are a Smartcard user you can receive this compensation automatically without needing to submit a claim.
30 to 59 minutes	50% of the cost of a single journey (or the appropriate figure for season tickets, as set out below). This is available for all customers; if you are a Smartcard user you can receive this compensation automatically without needing to submit a claim.
60 to 119 minutes	100% of the cost of the return journey (or the appropriate figure for season tickets, as set out below). This is available for all customers; if you are a Smartcard user you can receive this compensation automatically without needing to submit a claim.
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; if you are a Smartcard user you can receive this compensation automatically without needing to submit a claim.

How your Delay Repay 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 daily ticket the cost per journey is the same as the ticket price
- For a return daily ticket, the cost per journey of is half the total cost of the ticket
- For a Weekly Season ticket, we divide the ticket price by 5 working days to calculate the daily rate of travel. This figure is then divided by two to get the cost of a single journey – so in other words, a single journey is the cost of the ticket divided by 10
- For a Flexi Season ticket, we divide the ticket price by 8 working days to calculate the daily rate of travel. This figure is then divided by two to get the cost of a single journey – so in other words, a single journey is the cost of the ticket divided by 16
- For a Monthly Season ticket, we divide the ticket price by 20 working days to calculate the daily rate of travel. This figure is then divided by two to get the cost of a single journey – so in other words, a single journey is the cost of the ticket divided by 40
- For an Annual Season ticket, we divide the ticket price by 232 working days to get the daily rate of travel. This figure is then divided by two to get the cost of a single journey – so in other words, a single journey is 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 covered by the ticket, based on 5 days in a full week. This figure is used to calculate the daily rate of travel as above, and then divided by two to get the cost of a single journey

How to claim your Delay Repay

c2c is committed to ensure that claiming Delay Repay is as simple as possible and will ensure that Delay Repay information is accessible from the homepage of the c2c website. We display posters at stations, aim to make on-train announcements about compensation and if possible during major service disruption, where staffing levels allow, we will try to have staff at stations handing out Delay Repay claims forms.

To make it as easy as possible for you to receive the compensation you are owed, we will pay you automatically for the delays to your journey. This is available to customers who use a Smartcard, who will receive an eVoucher for every delay. To receive this, customers who use a Smartcard are paid their compensation automatically to their Smartcard account with an eVoucher. 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/claim-delay-repay/

If you do not use a c2c Smartcard, you can still claim compensation for delays of 15 minutes or more by submitting your claim through our simple, easy-to-use claims portal found here: www.c2c-online.co.uk/claim-delay-repay/.

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. If you need to keep hold of your ticket to make a compensation claim, please advise the staff member at the destination station and do not put the ticket through the automatic ticket barriers.

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 the following ways:

- Credit/ debit card (this is only possible using the online application form on website)
- National Rail Travel Voucher
- Cheque
- Cash (this is available by choosing the National Rail Travel Voucher, and then exchanging the voucher for cash at a c2c ticket office)
- Charity donation

Offering you the best fare available

We aim to receive, process and close your Delay Repay compensation claim within 20 working days.

If you have a combination of tickets, we will compensate you for your whole journey. If part of your journey was with another train company, we will compensate you if we caused the delay. If we were not responsible for the delay, we will pass your claim to the other train company and ask them to contact you. We will always let you know when we have done this.

For multi-modal tickets, we will provide compensation to you following receipt of a valid claim for a delay to the rail portion of your journey. This does not apply to bus replacement services provided by train operating companies.

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/

Fraudulent Delay Repay claims will be reviewed and managed by the Customer Relations team and may be passed to the Revenue Protection team for further investigation. This is to ensure that the compensation scheme procedures are being followed correctly to avoid misuse.

Additional compensation for delays

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 to receive free journeys on our network, valid for 12 months, based on two free journeys per period affected. This will be provided in the form of National Rail Travel Vouchers which cannot be exchanged for cash.
- 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 and will not be charged an administration fee. We can only refund your ticket in this way if you did not use it to travel.

Offering you the best fare available

If you abandon your journey as a result of disruption, you are entitled to a refund without an admin fee by returning your tickets to any National Rail ticket office or sending it to the Customer Relations team. You must make your claim within 28 days of the date of disruption.

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. If we introduce an emergency timetable in advance, compensation will be based on the punctuality of our service measured against this emergency timetable.

'Do not travel' advice

In the rare circumstance that 'Do not travel' advice is issued, customers with a single or return ticket who do not travel are entitled to a full refund using the process outlined above. Season ticket holders are entitled to claim compensation using the Delay Repay process, as mentioned within this Charter, by visiting www.c2c-online.co.uk/claim-delay-repay/. Alternatively you can collect a Delay Repay claims form from a c2c station.

Buying your ticket

We are committed to selling you the right ticket for your journey at the best available price. You can buy your ticket through whichever method suits you best:

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

Please note that some promotional fares are available online only and/or on Smartcards only.

Offering you the best fare available

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 refund you with twice the difference in price.

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 free 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 or via our app and collect the ticket directly from the c2c Train Travel app, barriers or the ticket vending machine at our station. You can also buy Smartcard tickets at the station from the ticket office or 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/

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 pin code that can be used to redeem your 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/

How to buy your ticket

Most tickets, including all peak-time tickets, can be purchased in advance online or using the c2c Train Travel app. You can also collect your ticket before travelling on a c2c Smartcard, by using the in-app loading function in the c2c Train Travel app. These are also available for collection 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 have your season ticket sent by recorded delivery (please

Offering you the best fare available

note this incurs an additional charge).

If you want to buy your ticket at the station, we have staff available during our ticket office opening hours and we recommend that you allow sufficient time to buy your ticket. 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. We continue to monitor ticket buying queue times at our stations and where possible, we deploy additional staff to busy stations.

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

National Rail Conditions of Travel

These conditions represent 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 https://www.nationalrail.co.uk/times_fares/conditions-of-travel.aspx

If you are travelling using an Oyster card on our services, the Oyster Conditions of Use on National Rail set out your rights and responsibilities. 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. You must always have a valid ticket (or other authority to travel) with you when you travel. If your ticket has a Railcard discount applied, you must carry your Railcard with you. 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. You must have a valid ticket to travel before you board a train unless the circumstances in section 6.1 of the National Rail Conditions of Travel apply. This is where there are no means of buying a ticket at a station, whether you have been specifically permitted to board a train service by an authorised member of staff or if you have a disability and ticket purchasing arrangements are not accessible. 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/

Offering you the best fare available

Seating availability

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. You can find information on our website about how busy different trains are at www.c2c-online.co.uk/our-network/finding-quieter-trains.

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) or email contact@c2crail.co.uk

Please note that all members of the group must travel together at all times otherwise the GroupSave ticket is not valid, and you may be charged additional fares.

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 Weekly Season tickets
- Monthly Season tickets cost less than four Weekly Season tickets, and are valid for a full calendar month
- Weekly Season tickets cost less than five Anytime Return daily tickets, and are valid for seven days in a row
- We also offer bespoke season tickets for periods of longer than one month but less than one year

Best value fares

We offer the following special fares:

- **Flexi Season tickets** are perfect for part-time commuters or people who like more flexibility when they travel. Your Flexi Season ticket is only valid for 28 days. If you haven't used all 8 day passes you may be entitled to a refund if you apply before the end of the 28 day validity period. There must be a minimum of one unused day pass left to refund and a £10 admin fee will apply. More information can be found on our website at www.c2c-online.co.uk/tickets-and-fares/c2c-smartcard/flexi-season/

Offering you the best fare available

- **Senior Rover** tickets offer unlimited travel on c2c services. This is for customers aged 65 or over, or Senior Railcard holders. There are two options: the non-London ticket covers all stations outside the London Travelcard zones, while the London-inclusive ticket allows you to travel on the whole c2c network.
- **Student Smartcard season tickets** offer a one-third discount on the price of the season ticket for travel on the c2c route. This is available for students aged 16 or over at selected colleges in the South Essex area. Please visit the following link for more information: www.c2c-online.co.uk/tickets-and-fares/c2c-smartcard/smart-student/
- You can also buy a selection of **Railcards** which offer various discounts. To find out more, please visit: www.railcard.co.uk

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 one of a photo rail cards, UK drivers licence, passport or citizen card to provide a valid ID.

Lost or stolen season tickets

If you lose your Smartcard season ticket or it is stolen, simply report it through your online account, or alternatively you can visit one of our stations. We will immediately cancel your ticket and arrange to send a replacement. We charge an administration fee of £20 each time each time we provide a replacement Smartcard loaded with an existing ticket. You can register for a new Smartcard for free, but we will not be able to replace an existing ticket without charging the administration fee.

If you lose your paper season ticket or it is stolen, report this immediately at the ticket office where you bought it or contact Customer Relations. 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 for issuing 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 duplicate tickets for lost or stolen weekly season tickets.

Offering you the best fare available

Duplicate paper season tickets

If you subsequently lose or mislay your duplicate Season Ticket or it is stolen for a second time, then a further duplicate Season Ticket(s) can be issued on the same basis as your first duplicate Season Ticket. However, you may be asked to attend a meeting with the Train Company or Licensed Retailer concerned to explain the circumstances in which your duplicate Season Ticket(s) was lost.

c2c abides by an industry code of practice for holding these meetings, with details available at 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 additional tickets to travel while waiting for your application to be approved, we will refund the cost of those.

Season ticket changeovers

If you move home or change your place of work, you can apply to exchange your season ticket for one with the same expiry date covering your new journey. 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 process 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. On the second occasion, we will charge an administration fee of £10. 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 season ticket that you no longer need and you bought it from c2c, please return it to one of our ticket offices as soon as possible or use our online form. We charge an administration fee of £10 for season ticket refunds.

Offering you the best fare available

If you bought your season ticket from another retailer, you will need to contact them to arrange your refund even if you use your ticket to travel with c2c.

Season tickets offer a significant saving compared with buying multiple tickets with shorter validity. For example, an Annual Season Ticket gives you 52 weeks of travel for the price of 40 Weekly Season tickets. Because of these discounts, refunds are not made pro rata. Instead we calculate the cheapest ticket combination to cover the period that you held your ticket. Your refund will be the difference in price between these two values, with an administration fee of £10 deducted.

This means you may find that if your ticket is close to its expiry date, you will only receive a small refund or nothing at all. For example, Annual Season tickets have no refund value after 10 months and 12 days. For more information about season ticket refunds, see www.nationalrail.co.uk/%20times_fares/ticket_types/season_tickets.aspx#refunds40.5

Refunds on season tickets for medical reasons

If you have not been able to use your Season ticket because you were ill and were 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), a letter from your employer confirming you have been off work, and a copy of your Season Ticket.

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 from another retailer, you will need to contact 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.

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.

If you need help or advice, please contact our Customer Relations team. Contact details can be found on our website by visiting: www.c2c-online.co.uk/contact-us/

Keeping you informed with clear and transparent information

We will be transparent about our performance and keep you informed by providing clear and simple information. Our customer satisfaction results and our key performance indicators are available on our website and in our detailed Annual Customer Report, which we publish every year on our website.

c2c updates for customers

Customers that have opted in to receive marketing emails from us will receive our digital update with news and information on everything that matters to you as a regular c2c passenger. This includes items such as:

- our upcoming plans that affect your journey
- the latest results from the National Rail Passenger Survey or other customer satisfaction surveys, information on punctuality and train performance, and our performance against our targets
- news about our involvement in the community and our impact on the environment

If you would like to receive these updates, please contact our Customer Relations team.

Information during disruption

We understand the importance of prompt and accurate information, especially if an incident causes delays or changes to your travel plans. c2c is committed to keeping our customers up to date and there are a number of ways that you can find out real-time information about us and the services that we offer.

Information at stations

Our information screens at our stations and on our platforms give a single and consistent view of departure times and any incidents that may affect your journey.

www.c2c-online.co.uk

Our website contains useful information including timetables, ticketing, live service information and details of service alterations.

c2c Train Travel App

You can download the c2c Train Travel app which will provide you with information about any incidents that may impact your journey.

Twitter and Facebook

Follow us on Twitter for information about our services and live travel updates. You can also connect with us and other customers on our Facebook page. Our Social Media Policy is available at: www.c2c-online.co.uk/terms-and-conditions/c2c-social-media-policy/

National Rail Enquiries

This provides information about train times, fares and ticket types, general advice and help in planning your journey. You can also obtain up-to-date live train-running information. The phone line is available 24 hours a day, seven days a week.

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.c2conline.co.uk and display it at all of our stations.

Printed copies of the timetable are also available, at most stations or from our Customer Relations team upon request. When permanent timetable changes are made, copies of the new timetable are available online or at our stations 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 with Customer Relations.

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 with clear and transparent information

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, direct messaging and through National Rail Enquiries on their website at www.nationalrail.co.uk or 03457 48 49 50. Staff will be aware 14 days in advance about planned service alterations due to engineering works.

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 you very much notice, but we will keep you informed on how it might affect you as soon as we can.

When buses replace trains, we cannot carry bulky items such as non-folding bikes and e-scooters. Both manual and electric wheelchairs are welcome, however the wheelchair should not exceed 300kg in weight. This is inclusive of the electric wheelchair and the user. Larger mobility electric wheelchairs (with handlebars and/or basket and lights) are not permitted on rail replacement bus services.

Making our railway accessible for all

We are committed to helping all our customers use our services and have an ongoing programme to improve accessibility for all. We currently have step-free access at the majority of stations and our long-term aim is to provide step-free access at all stations. Information about the accessibility of c2c stations is available on our website at c2c-online.co.uk/our-network/our-routes-and-stations/

Accessible Travel Policy

We also have an Accessible Travel Policy which sets out details of the services and the assistance we offer to disabled customers. Copies are available at www.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 dedicated 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, you can book assistance six hours before travelling.

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. Please contact Customer Relations for further information on this.

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

Making our railway accessible for all

- 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 in upgraded CCTV equipment which provides live footage from every station which our staff in the CCTV control suite can monitor
- All our stations continue to hold 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

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 everyone travelling on our services acts with consideration towards their fellow passengers. If we have good reason, we can refuse someone access to our services or have them 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 Wi-Fi 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. Wi-Fi can be accessed by opening up Wi-Fi settings on your device and registering with “c2c Free Train Wi-Fi” 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 non-folding 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

Folding cycles can be used on these services, but they must be kept folded at all times and we request you are considerate of other passengers around you.

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 three items of luggage. 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. You can book staff assistance through the Passenger Assistance process. Please visit the following website for more information

[c2c-online.co.uk/help-feedback/passenger-assist/](http://www.c2c-online.co.uk/help-feedback/passenger-assist/). 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.

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: 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 sell drinks and snacks.

Complaints

We will always do our very best to deliver you with the service you expect, and if not, we will 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 are available at <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 then 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; and
- no more than 12 months have passed since we sent you our final response.

There are some complaints that the Rail Ombudsman won't be able to look into, for example if it's about the way one of our services has been designed or industry policy. If that's the case, then they'll contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you further, such as Transport Focus or London TravelWatch – the independent consumer watchdogs for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

Below are the Rail Ombudsman contact details

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

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

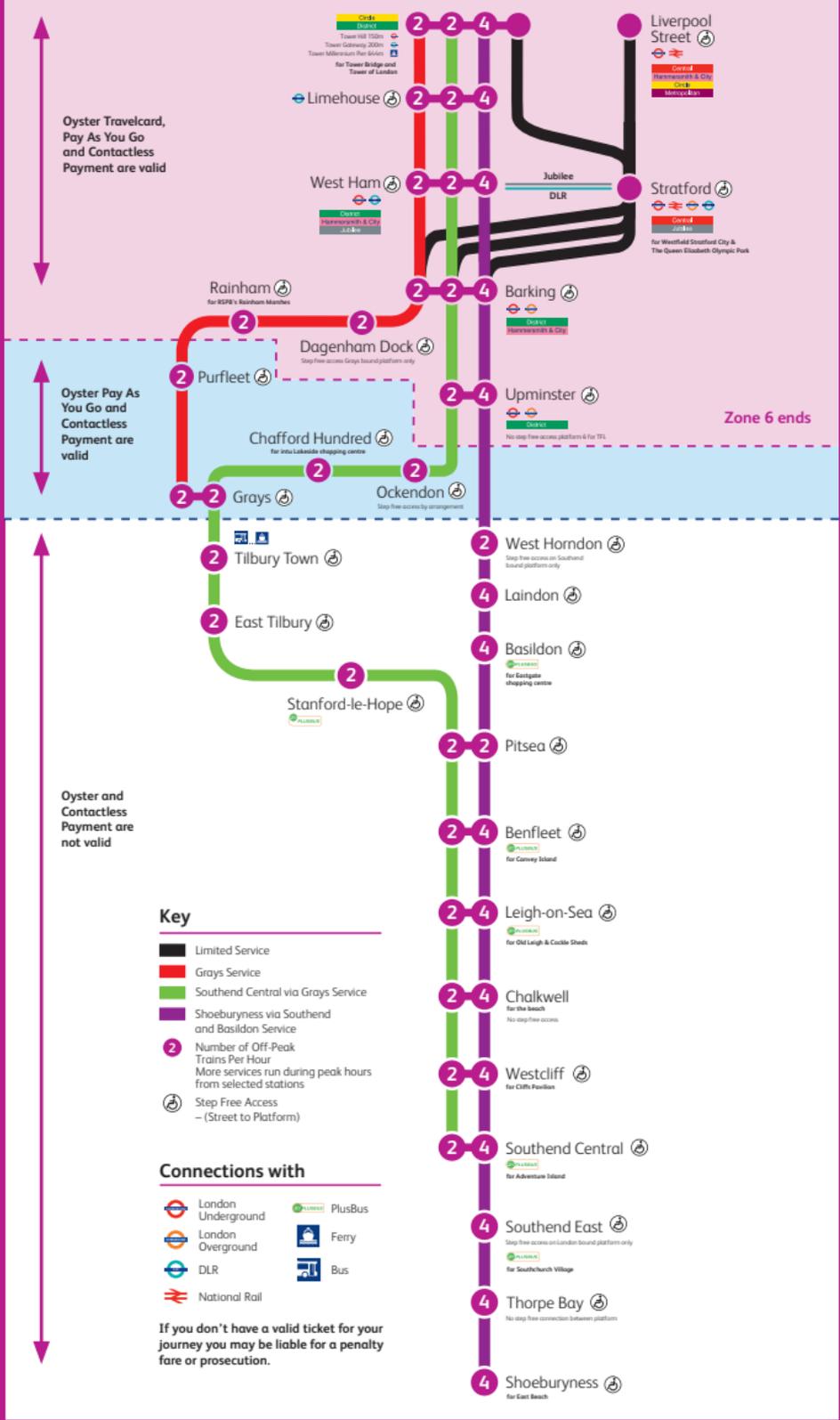
Email: info@railombudsman.org **Twitter:** @RailOmbudsman

Post: FREEPOST – RAIL OMBUDSMAN

Other ways of getting a copy of this Charter

You can get more copies of this charter on our website at www.c2c-online.co.uk, or by contacting our Customer Relations team. If the format of this Passenger's Charter is not accessible to you, please contact our Customer Relations team who will help you obtain a copy in a format that is accessible for you.

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

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