

# Passenger's charter



valid from 31 March 2010

**First**  **Capital Connect**

[www.firstcapitalconnect.co.uk](http://www.firstcapitalconnect.co.uk)



First Capital Connect

# Introduction

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Welcome to First Capital Connect. Our Passenger's Charter sets out our commitment to you and provides you with lots of useful information about your journey with us. Our aim is to get the basics right and provide a service that is safe, punctual, clean and comfortable.

## Key elements of the Passenger's Charter

We have designed the Passenger's Charter so that it's simple and user-friendly. The following key areas are covered by the Charter:

- Planning your journey
- Buying a ticket
- Meeting the needs of customers with disabilities
- Using our stations and trains
- What you can expect from us when things go wrong
- Contacts for comments, complaints and further information

Your views are important to us so can we measure how we're doing by listening to your feedback. By learning from our customers and from our mistakes we will continually improve the service we provide.

## Our Charter

We've tried to make the Passenger's Charter as comprehensive as possible; however if you have any queries or comments please contact our Customer Relations department. The Charter will be reviewed every year.

Our Passenger's Charter is available at all staffed stations served by us, from our Customer Relations department on 0845 026 4700 and through our website at [www.firstcapitalconnect.co.uk](http://www.firstcapitalconnect.co.uk). The Passenger's Charter is also available in large print and Braille.

## Our vision: Your journey, Your choice, Your railway

We've made significant improvements to your journey experience and there are more planned in the future. Our key priority remains getting you to where you want to be quickly and without fuss.

## So what have we done so far?

### At stations:

- Refurbished many of our waiting rooms, toilets, shelters and platform canopies
- Upgraded public announcement equipment and station display screens
- Improved station cleaning
- Added more than 1,000 additional car parking spaces
- Added more than 700 bicycle parking spaces, enhanced cycle parking facilities at many stations and further developments are planned
- Introduced customer recycling facilities at several stations with more sites planned

### On train:

- Completed the refresh programme on the majority of our older Thameslink fleet (class 319s). The programme continues on the remainder
- Refreshed the majority of the Great Northern route trains
- Introduced a new fleet of 23 class 377 Electrostar trains on the Thameslink route
- Undertaken major reliability modification programs on our class 319 fleet (Thameslink route) and 365 fleet (Great Northern Route)
- Introduced additional peak capacity on the Great Northern route through the 'Seats for You' initiative. Further capacity enhancements are planned for 2011

### Security:

- Introduced help points at all our stations
- Added 65 additional help points across our car parks
- Seen a reduction in reported crime for the past three years
- Installed automatic ticket gates at 19 of our busiest stations to improve security and reduce ticketless travel, with more planned
- Replaced 1,050 CCTV cameras with new technology, added an additional 150 cameras at our stations and created a 24-hour CCTV monitoring centre
- Achieved secure station accreditation at 69 stations
- Introduced Crime Prevention Railshows aimed at educating and advising our customers on personal security issues

## **Car parks:**

- Achieved Park Mark accreditation at 47 car parks across the network
- Introduced new and easy ways to pay for parking such as Park&Pay by Phone

## **And for the future?**

### **Environmental improvements**

We are committed to:

- Reducing the volume of waste going to landfill and increasing the volume of waste we recycle
- Making environmentally sound and sustainable choices
- Being a responsible neighbour to other businesses and domestic residents
- Reducing electricity, water and gas usage
- Reducing the energy usage of our trains

### **Car parking**

- Continuing expansion projects at a number of our stations

### **Cambridge and Peterborough Capacity Study**

Many of our trains on the Great Northern route are very busy and we know that overcrowding is a problem. Addressing this has been one of our key focuses since the beginning of our franchise. In May 2009 we implemented the findings of the Cambridge and Peterborough Capacity Study in the 'Seats for You' timetable. This saw the introduction of five additional trains to the fleet, a full recast of the timetable to optimise capacity and infrastructure investment. This delivered additional capacity to the route with an overall 15% increase in the number of peak seats.

From December 2011 the next stage of capacity improvements to the Great Northern route will also be delivered, with additional peak services and longer trains.

Key improvements include:

- Four extra morning services into Moorgate from either Gordon Hill or Welwyn Garden City
- The lengthening of a number of existing services serving both these stations

- In the longer term we plan to increase the number of 12-car services following the completion of infrastructure works including power supply upgrades and the lengthening of platforms at Royston, Letchworth, Arlesey, Biggleswade, Sandy and Finsbury Park

## Thameslink Programme

The Thameslink Programme is transforming the Thameslink route. Already there are new routes to St Pancras International and beyond. We have also introduced 92 new air-conditioned Electrostar carriages helping create almost 5,000 more seats in the rush hour. In the long term there will be more capacity, more destinations, better stations and – from the end of 2016 – a train through central London every 2-3 minutes.



### But there is disruption too.

Every night and most weekends the route is closed across central London, mainly between St Pancras International / Kentish Town and London Bridge / Herne Hill – although this may vary from week to week (see [www.firstcapitalconnect.co.uk/changes](http://www.firstcapitalconnect.co.uk/changes) for details).

Blackfriars National Rail station stays open and your services continue to call there but it's being rebuilt. We suggest you use nearby City Thameslink instead. On top of that, Blackfriars London Underground station is closed until late 2011. For the latest news on the Thameslink Programme and to sign up for regular updates, visit [www.thameslinkprogramme.co.uk](http://www.thameslinkprogramme.co.uk)



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# 1. Planning your journey

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We want you to be able to make an informed choice about how and when to travel. We aim to provide you with comprehensive, accurate and timely information about our train service, station facilities, promotions and fares before and during your journey. You can find information in a variety of formats which are detailed in this section.

## 1.1 Our website

We have a customer-friendly and detailed website, where you can easily access the following information about our stations, services and tickets. Our website provides:

- Maps and details of transport links to help you find your way to larger stations
- Links to other transport websites for easy planning of onward travel
- Details of car, motorcycle and bicycle parking arrangements at each station we serve
- Information about carrying bicycles on trains
- Details about disabled access and facilities at each station we serve
- Copies of all leaflets including the Passenger's Charter and our Disabled People's Protection Policy
- Online ticket sales including Season Ticket renewals and special promotions
- Destination guides
- Performance statistics
- Dates for 'Meet the Manager' sessions – which provide the opportunity for face-to-face discussion to voice your opinions
- Contact details
- Quarterly web-chats with our directors
- Up-to-the-minute train running information and details about service disruption is available from **[www.firstcapitalconnect.co.uk/live](http://www.firstcapitalconnect.co.uk/live)** which can be accessed via WAP, GPRS and 3G mobile phones. You can also sign up for disruption information on the move via Twitter, email or SMS at **[www.firstcapitalconnect.co.uk/traveltools](http://www.firstcapitalconnect.co.uk/traveltools)**

- Aims and goals of First Capital Connect

Information about the Thameslink Programme is available at [www.thameslinkprogramme.co.uk](http://www.thameslinkprogramme.co.uk)

## 1.2 Posters

The following posters will be displayed prominently at all First Capital Connect stations:

- Full timetable information for all the scheduled services operating from that station, posted on each platform
- At least one information poster, which will include the following information:
  - Ticket office opening hours and definition of peak hours
  - How to buy a ticket when the ticket office is closed
  - Details of local sales outlets for train tickets
  - How to purchase tickets by telephone and using the internet
  - The location of the nearest available public telephone
  - The National Rail Enquiries telephone number: 08457 48 49 50
  - Local transport services and directions to them
  - Guidance for customers with special requirements
  - Contact details for First Capital Connect and any other train company that serves the station
  - Information on how to make comments about the service
- Performance results for the previous 12 months
- Any applicable information detailing planned engineering work or timetable changes, for example on Bank Holiday weekends. These posters will be displayed four weeks in advance at our stations where service changes are anticipated. If we need to introduce an emergency timetable details will be displayed at relevant stations as soon as possible
- Details of promotions, special offers and other initiatives

### 1.3 Leaflets and timetables

A range of information about our train services and products is available at all staffed stations and can be obtained from our ticket offices.

Copies of new timetables will be available at all staffed stations we serve at least 28 days before they commence. Where there are short-term changes to the timetable due to Bank Holiday weekends or planned engineering work, timetable alteration leaflets will be made available at least seven days in advance. Timetables will also be available for download on our website: **[www.firstcapitalconnect.co.uk](http://www.firstcapitalconnect.co.uk)**

Information is available in large print and Braille upon request from our Customer Relations Team.

### 1.4 Up-to-the-minute train running information

We are enhancing information screens at many of our stations and help points have been introduced to all First Capital Connect stations. These can provide up-to-the-minute train information including the expected departure time and the scheduled platform.

Train running information and details about service disruption are available from:

**[www.firstcapitalconnect.co.uk/live](http://www.firstcapitalconnect.co.uk/live)** which can be accessed via WAP, GPRS and 3G mobile phones. You can also sign up for disruption information on the move via Twitter, email or SMS at:

**[www.firstcapitalconnect.co.uk/traveltool](http://www.firstcapitalconnect.co.uk/traveltool)**

## 1.5 National Rail Enquiries

National Rail Enquiries provide information on all rail services. They can be contacted on 08457 48 49 50 (calls are charged at local rates and may be monitored). The service is available 24 hours a day, seven days a week. TrainTracker from National Rail Enquiries also provides the latest arrival and departure times for National Rail stations by telephone on 0871 200 4950 or SMS by texting 8 49 50.

In addition, the National Rail website at **[www.nationalrail.co.uk](http://www.nationalrail.co.uk)** provides real time train running information from all stations and details about facilities and services across the entire National Rail network.

Integrated transport information and details of how to get to stations by bus are provided by Traveline on 0871 200 22 33 (for journeys outside London) and on 020 7222 1234 (for journeys within London) provided by Transport for London.

## 1.6 Shared services with Southeastern

First Capital Connect now operate a number of 'joint' services with Southeastern to destinations in south east London and Kent. Sevenoaks, Orpington, Gillingham and Ashford services are managed by First Capital Connect when operating north of London Blackfriars. South of Blackfriars these services are the responsibility of Southeastern. Any correspondence or claims for compensation relating to journeys undertaken south of Blackfriars should be directed to Southeastern at the following address:

**By phone:** 0845 000 2222

**By letter:** Southeastern Customer Services  
PO Box 63428  
London  
SE1P 5FD

**By fax:** 0845 678 6976

## 2. Buying a ticket

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We are committed to providing an accurate and impartial ticket selling service. The National Rail Conditions of Carriage sets out the legal contract you have when you purchase a ticket and travel with us. Copies of the National Rail Conditions of Carriage are available at all our staffed stations or from our Customer Relations Team. Tickets for travelling on our services can be purchased by a variety of methods detailed below.

### 2.1 Ticket offices

The ticket offices at our stations can sell you the full range of tickets from that station to any other National Rail station. Many of our stations can also sell tickets to travel from other National Rail stations. When selling a ticket we promise to give you fair and impartial information and to sell you the most appropriate ticket for your journey.

You will be able to purchase a ticket using cash, cheque and credit or debit cards. We accept all major cards except JCB.

Ticket office opening hours and the definition of peak and off-peak times are displayed at each station along with alternative methods to purchase tickets, such as ticket machines. When buying a ticket from our ticket offices you should not have to queue for more than five minutes during peak periods or more than three minutes at other times. Regular checks will be carried out to ensure that these standards are consistently met and any shortfall rectified.

### 2.2 Self-service ticket machines

We have invested heavily in additional and replacement self-service ticket machines at our stations. They accept both cash and cards and offer a range of tickets to many UK destinations. Our ticket machines also allow customers to pick up tickets purchased online as well as weekly Season Tickets.

### 2.3 Website and telephone

Customers can buy tickets for advanced travel and renew Season Tickets online through our website at [www.firstcapitalconnect.co.uk](http://www.firstcapitalconnect.co.uk). Customers requiring assistance can get information by contacting the Assisted

Travel Helpline on 0800 058 2844 (telephone) or 800 975 1052 (textphone). Further details can be found in Section 3 of this Charter.

## **2.4 Fraudulent travel**

We take fraudulent travel very seriously and we intend to reduce the opportunities for travelling without a valid ticket. We are working hard to ensure that ticket purchasing facilities are easily available. Unannounced ticket checks will take place from time to time at all of our stations and on board our trains. Ticket gates have been installed at busy stations across the network. If you do not have a valid ticket you may receive a penalty fare or be prosecuted.

## **2.5 Penalty fares**

You should always buy a ticket before your journey begins if there is a staffed ticket office or self-service ticket machine.

Where you start your journey at a station without either a staffed ticket office or a self-service ticket machine, you must obtain a Permit to Travel from the red machine at the station.

If you have obtained a Permit to Travel at the start of your journey, you must exchange this for a ticket as soon as reasonably practical to avoid being charged a penalty fare. You may do this at any staffed ticket office and will be able to buy the full range of tickets available on the day of travel.

If you travel without a valid ticket from a station where ticket facilities are available, the full range of tickets will not be available to you on the train or at your destination station. You may also be charged a penalty fare of £20 or twice the full single fare to the next station at which your train stops, whichever is the greater amount. In certain circumstances we may consider taking legal action. Penalty fares do not apply to customers starting their journey at Crews Hill.

If for any reason all ticket facilities are unavailable at a station, including the Permit to Travel machine where

present, our on-train Revenue Protection staff will be made aware of the problem and will sell you the most appropriate ticket for your journey, with railcard discounts if applicable, without imposing a penalty fare.

## **2.6 Using Oyster Pay As You Go on our network**

Oyster Pay As you Go (PAYG) can be used on the parts of the First Capital Connect network that are within the London Travelcard zones. On the Thameslink route, this is bounded by Elstree & Borehamwood and East Croydon. The whole of the Wimbledon Loop is within the zonal boundary. On the Great Northern route, this is bounded by Hadley Wood, Crews Hill and King's Cross/Moorgate.

## **2.7 Group travel**

If you are travelling in a group of ten or more people you may contact our group booking service in advance by phoning 0845 026 4700. Our Customer Relations Team can direct you to trains with sufficient seats and you may qualify for a discount on your ticket.

## **2.8 Maternity upgrade**

If you are pregnant and hold a First Capital Connect Season Ticket, you can contact Customer Relations providing a copy of your maternity certificate (MAT B1) or Family Health Services Authority Exemption Certificate (FP92) and a copy of your Season Ticket. We will then send you a pass valid until one month after your due date entitling you to use First Class when there are no seats available in standard accommodation. You will also receive a badge which you can wear if you wish to make other customers aware.

## 3. Meeting the needs of customers with disabilities

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We recognise that by constantly improving the service we offer to disabled customers we are actually improving the service we offer to all our customers. Our Disabled People's Protection Policy, which sets out the service that you can expect, is available from all First Capital Connect stations and from our Customer Relations Team. Our commitments are detailed in this section.

### 3.1 Our commitment

If you telephone to make arrangements at least 24 hours in advance, we will:

- Help you to find your nearest accessible station
- Provide alternative accessible transport from your nearest station if it is not accessible to you
- Plan the easiest route to your destination
- Sell you a ticket. This will require three working days notice if you wish to have it posted, or 24 hours notice if collecting from a self-service ticket machine at the station
- Ensure that our staff and (where relevant) other train companies are aware of your needs and journey details

If you are travelling from an unstaffed station we can, if necessary, arrange for alternative transport to take you to the nearest accessible station at no additional charge. At any point on your journey if you have any concerns, need help or would like more information then please call our Assisted Travel Helpline on 0800 058 2844, and a member of the team will be happy to help. If you travel with us frequently, why not store this number in your mobile phone?

We welcome customers on board our services using mobility scooters although there are some restrictions. You must hold a scooter permit before travelling with us. To find out more please contact the assisted travel team.

We may contact you shortly after using our services to find out your views on the journey and whether your needs were met. We will use any feedback to review and improve the service we offer. If the help you booked

was not provided on one of our trains or stations, and 24 hours or more notice was given, the entire cost of your train journey will be refunded, upon request.

### 3.2 Contact details

The Assisted Travel Helpline number is 0800 058 2844 and the textphone number is 0800 975 1052.

The helpline is open seven days a week, from 7am to 10pm, except Christmas Day.

You can also give us your feedback direct either through using our contact details in Section 7 or by using the feedback link on our website.

National Rail Enquiries provides a 24-hour textphone service on 0845 60 50 600. All calls are charged at local rates and may be monitored.



## 4. First Capital Connect stations

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As part of our drive to raise standards of customer service we aim to provide safe, comfortable and attractive environments which are clean and well maintained. In addition to the station improvements described in the introduction we are committed to:

- Ensuring our stations are clean
- Ensuring that station toilets are cleaned regularly and are open during the hours when stations are staffed
- Encouraging shops and food retailers to open outlets at our stations
- Enhancing customer information screens and announcements by upgrading and replacing existing systems

### 4.1 Staff

We have staff at most of our stations who will provide the information you need. We provide training to all customer-facing staff so that they can develop the skills and knowledge required to meet your needs and we ensure that they are provided with all the necessary tools to keep you well informed. Our staff wear uniform so you can easily identify them when required.

### 4.2 Automatic ticket gates

To deter ticketless travel and to provide a more secure station environment we have introduced additional automatic ticket gates at stations across our network.

Where we already have automatic ticket gates, we have introduced a wide aisle to improve access for customers with, for example, luggage, wheelchairs, prams or buggies.

### 4.3 Finding your train

We clearly display information about trains, including the platforms they are leaving from, on poster boards and information screens. All public address announcements and information screens give details of the platforms, the departure times and the calling points. Additionally our customer service staff are able to answer your questions about our train service.

## 4.4 Changing between trains

In the interests of customers already on a connecting train, onward services are not normally held to wait for late-running connections. Special consideration is, however, given to services operating infrequently, or the last connecting service of the day.

If you have allowed sufficient time in line with your airline's policy and you miss a flight because of delays to First Capital Connect services, and the cause was within the rail industry's control, we will assist in every possible way with your onward travel arrangements. If necessary, we will provide overnight accommodation to enable you to make an early start the following day.

### **Flying to/from Gatwick Airport**

- Gatwick Airport has its own railway station, linked directly to the South Terminal, and is a few minutes from the North Terminal by free transit train
- First Capital Connect runs direct services to / from five central London stations: London Bridge, City Thameslink, Blackfriars, Farringdon and St Pancras International
- Trains run up to every 10 minutes during peak periods
- The journey to/from London Bridge takes around 30 minutes
- You are advised to arrive at the airport in good time for your flight. You should travel on a train scheduled to arrive at Gatwick Airport station two hours before the scheduled flight departure for domestic and European destinations or three hours before for intercontinental destinations

## Flying to/from Luton Airport

- Luton Airport Parkway station is linked to the airport itself by a First Capital Connect shuttle bus
- First Capital Connect runs direct services to / from five central London stations: London Bridge, City Thameslink, Blackfriars, Farringdon and St Pancras International
- Trains run up to six times per hour during peak periods
- The journey to / from London Bridge takes around 30 minutes
- You are advised to arrive at the airport in good time for your flight. You should travel on a train scheduled to arrive at Luton Airport Parkway station two hours before the scheduled flight departure time

## Travelling by Eurostar

- Eurostar trains depart from London St Pancras International station served by First Capital Connect trains from Bedford, Sutton and Brighton, additionally the shared Southeastern services from south east London and Kent
- First Capital Connect services also depart from King's Cross to Peterborough, Cambridge and King's Lynn
- Passengers are advised to allow at least 90 minutes for check in. For further details, refer to [www.eurostar.com](http://www.eurostar.com)

## 4.5 Car parking

Car parking facilities are available at many stations for which there is a charge. It is our policy to enhance the quality of our car parks by providing more spaces and to improve safety and security through the provision of better lighting, CCTV, help points and regular monitoring. 47 car parks across 36 stations have been awarded Park Mark accreditation from the British Transport Police in recognition of safety improvements. We aim to achieve this at even more stations in the future.

## 4.6 Lost property

We have a lost property office at City Thameslink station (Holborn Viaduct end). If you have lost an item please contact our Customer Relations Team on 0845 026 4700.

## 5. First Capital Connect trains

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We aim to deliver a safe, clean and comfortable travelling environment. We are working hard to make our trains safer through a range of security enhancements such as:

- Additional Police Community Support Officers
- More visible customer-focused staff

Our trains start their journeys clean and litter-free. They are thoroughly cleaned inside and washed outside at least once every day.

### 5.1 Reservations

It is not possible to reserve a seat on our services. When selling you a ticket to travel beyond our network, most First Capital Connect ticket offices can reserve seats on other operators' services, where seat reservations are available.

### 5.2 First Class seating

First Class seats are provided on the following routes, but not necessarily to all intermediate stations:

- Brighton-London-Bedford
- London-Cambridge-King's Lynn
- London-Peterborough
- Some 'joint' services with Southeastern

Our timetable indicates trains with First Class accommodation.

## 5.3 Bicycles

We welcome customers with bicycles on services where they can be safely accommodated. Fully folding bicycles can be carried at any time. For full details please see our leaflet titled 'Cycling with First Capital Connect'

However, we do not carry non-folding or partially folding bicycles:

- At any time between Drayton Park and Moorgate
- On Great Northern route trains south of Stevenage and Hertford North timed to arrive in London between 0700 and 0930 or depart from London between 1600 and 1900 Monday to Friday (excluding bank holidays)
- On Great Northern route trains between Cambridge and Ely that are timed to arrive or depart Cambridge between 0745 and 0845 with the exception of the 0715 and 0745 departures from London King's Cross Monday to Friday (excluding bank holidays)
- On Thameslink route trains that are timed to arrive or pass through any central London station between 0700 and 1000 or travelling away from London and timed to depart or pass through any central London station between 1600 and 1900 Monday to Friday (excluding bank holidays)
- On shared services with Southeastern. Southeastern's cycle policy applies on services south of London Blackfriars
- On replacement bus services unless otherwise stated in associated publicity
- On any train where your bicycle may cause obstruction to other customers (i.e. where a number of people are standing) or when a member of staff asks you to remove your bicycle.

Bicycles can be carried at any time:

- On trains north of Stevenage except where otherwise stated
- Between Stevenage and Hertford North
- Between Bedford and Luton Airport Parkway

Please do not lock your bicycle to any part of the train and do not leave your bicycle unattended at any time during your journey.

Space on board our trains for bicycles is very limited and therefore we are investing heavily in station bicycle storage facilities.

### 5.4 Thameslink Programme

While work takes place to deliver the improved service there will be significant engineering works and altered journeys for our customers at off-peak times. Work will mainly be at quiet times, generally between 10.30pm and 4am and at weekends.

It is really important that customers check their journey plans before they travel, especially if travelling with a bike. Please note that bikes cannot be conveyed on rail replacement buses and on most London Underground services.

Why not pick up one of our leaflets with handy tips on how to get around London?



## 6. Refunds and compensation

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### 6.1 Refunds

#### All tickets, other than Season Tickets

You can apply for a refund if your train is cancelled or delayed and you decide not to travel. Simply return to the ticket office straight away for a full refund (no administration fee will apply). This applies to Anytime, Off-Peak, Super Off-Peak and Advance ticket types.

Even if the train service is running normally and you decide not to travel, you can apply for a refund. Refunds in these circumstances are available for Anytime, Off-Peak and Super Off-Peak tickets, subject to an administration fee of £10 and taking into account any use that has been made of the ticket (e.g. one half of a return ticket). Tickets should be returned within 28 days of the expiry date to any National Rail ticket office. Advance single tickets are non-refundable, unless you decide not to travel because your train is delayed or cancelled. However, they can be changed prior to the booked date and time of travel for an administration fee.

Sometimes, after taking into account usage and administration fee, no refund may be due.

#### Season Tickets

Season Tickets which are no longer required must be returned immediately to the ticket office from which they were bought. Tickets purchased from a travel agent or online ticket retailer must be returned to them. The amount that will be refunded is based on the difference between the cost of the ticket that is no longer required and the cost of a Season Ticket for the period up to the date the ticket is surrendered, less an administration fee of £10. If there is only a small period of validity remaining on the ticket, the amount refunded will be little or nothing. For example, an annual Season Ticket has no refund value after 40 weeks.

Season Ticket holders who, for reasons of sickness are temporarily unable to travel for more than four weeks may apply for a discretionary partial refund of the unused portion. We will ask for supporting documentation, such as a medical certificate.

## 6.2 Replacement Season Tickets

If you lose your Season Ticket, for whatever reason, you must report the loss as soon as possible to the ticket office at the station you bought it. If the ticket was valid for a month or more, we will consider issuing a replacement on the first occasion that this happens within a 12 month period, subject to a £20 administration fee. Duplicates are not issued for 7-day tickets.

If you find your lost ticket within four weeks of applying for a replacement and the expiry date of the original ticket has not passed, return it to the station where you applied for a replacement and we will refund the administration charge.

Please note that to reduce the risk of fraud, a second replacement will be issued only if one of the missing tickets was stolen or destroyed in a fire. In these circumstances you must apply in writing and supply police or fire service evidence to support your application.

Under no circumstances will more than two duplicates be considered within a 12 month period.



## 6.3 When things go wrong

We recognise that information is very important when things go wrong. Staff at our stations are provided with all the necessary tools and training to give you as much information as they can. We have emergency plans that are put into place when disruption occurs to help minimise the impact on your journey.

During times of severe service disruption we will, where possible, deploy additional staff to assist at affected stations and on trains.

If the train you are travelling on is delayed we will:

- Try to get you to your destination station. To do this we will, where appropriate, arrange for ticket acceptance on other train operators' services and / or local bus services and / or London Underground. We will also arrange, where appropriate, for alternative transport such as rail replacement bus / coach services to get you to your destination station.
- If it is impossible for us to get you to your destination at a reasonable time due to delays or cancellations, either by train or alternative transport, we will do one of the following:
  - Arrange for you to return to where your journey started
  - Arrange for you to travel to another appropriate location

In any case we will ensure that you can travel again the next day with no additional charge.

- In exceptional cases, provide overnight accommodation if it is not possible to get you to your destination or return you to a suitable station

## 6.4 Compensation (Delay Repay)

A key feature of our Passenger's Charter is to offer a transparent and fair compensation scheme for customers when train services are delayed, irrespective of what caused the delay. The scheme is called Delay Repay and applies in the same way to Season Ticket and non Season Ticket holders. The compensation that you can expect if you experience a delay is as follows:

- If your journey with First Capital Connect is delayed by 30-59 minutes, we will pay compensation to the value of at least 50% of the cost of a single ticket or 50% of the cost of either portion of a return ticket. By 'portion' we mean either the outward or return part of a return ticket
- If your journey with First Capital Connect is delayed by 60 minutes or more we will pay compensation to the value of at least 100% of the cost of a single ticket or 100% of the cost of either portion of a return ticket. By 'portion' we mean either the outward or return part of a return ticket
- If you are a Season Ticket holder the minimum compensation will be calculated using the proportional daily cost of the price of your ticket. If you would like to know how the proportional daily cost is worked out for your Season Ticket, please contact our Customer Relations Team

These compensation arrangements apply whenever there are delays or cancellations to First Capital Connect trains, irrespective of the cause. However we do not normally accept claims for compensation if you were advised that there were problems before you purchased your ticket.

Please be aware that Delay Repay replaces any previous charter discount arrangements.

Should customers on any of our routes experience a sustained period of poor punctuality on peak services\* we will consider compensating Season Tickets holders over and above the arrangements outlined above. In doing so, we will consult with Passenger Focus and London TravelWatch.

\* This will include those services arriving at London King's Cross, City Thameslink or Moorgate between 7am and 10pm and departing those stations between 4pm and 7pm Mondays to Fridays excluding bank holidays.

If a scheduled First Capital Connect train is cancelled or fails to call at the station where you were planning to catch it, and you were there in time to board that train, we will pay you compensation in accordance with our Delay Repay scheme. This will be based on your arrival time at your destination station whether travelling on the next available train or alternative transport provided by First Capital Connect.

In the event that we introduce an emergency timetable, compensation arrangements will be based on the emergency timetable.

Compensation will be paid in National Rail travel vouchers, which can be used as payment for (or part payment for) any National Rail ticket, including Season Tickets, except on Heathrow Express.

### **Making a Delay Repay claim**

The easiest way to claim is via our website at **[www.firstcapitalconnect.co.uk](http://www.firstcapitalconnect.co.uk)**. If you hold a Season Ticket you can create your own account online and upload a copy of your Season Ticket. You can then make claims for as long as your Season Ticket is valid. If you don't have a Season Ticket you can still claim online: just fill out your details and upload a copy of your ticket for each claim.

Freepost Delay Repay claim forms are available from all our ticket offices and information points. During major disruption we will make forms as widely available as possible (e.g. at ticket gates). If you are unable to collect a Delay Repay claim form you can claim in writing, giving full details of your journey and the delay, to our Customer Relations Team. Please note that you will need to send in your used ticket or a copy of your Season Ticket (contact details on page 29).

All claims for Delay Repay compensation must be made within 28 days of the date of the incident.

A small number of ticket types have special restrictions relating to compensation. These are displayed within the conditions of issue of such tickets. This will be explained to you at the time of purchase.

## **First Class**

Sometimes operational requirements mean we are unable to provide First Class accommodation as advertised in our timetable. If you hold a First Class ticket and the train you travel on does not have First Class accommodation as indicated in our current timetable, we will refund the difference between the standard and First Class fares for the journey affected. For Season Ticket holders this compensation will be based on the proportional daily cost. All claims must be made within 28 days of the ticket's expiry date.

## **6.5 Planned engineering work**

The First Capital Connect network requires a rolling programme of maintenance, renewal and improvement to the infrastructure, which will require amendments to timetables. The substitution of trains by buses is sometimes necessary when engineering work is taking place on the lines we serve.

When engineering work is required we will endeavour to inform you as early as possible of any changes which may affect your journey. National Rail Enquiries (phone 08457 48 49 50) is able to advise about future engineering work 12 weeks in advance. Before starting your journey we strongly recommend you check your travel arrangements, particularly for travel late at night and at weekends.

## **6.6 Emergency engineering work**

If we need to introduce an emergency timetable for any reason, details will be displayed at relevant stations as soon as possible. National Rail Enquiries have a number

of tools you can use to provide you with real-time information such as Text Alerts, Live Departure Boards and TrainTracker™. You can choose the best tool(s) to suit your needs. Please visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk) for more details.

Real-time information about service disruption is also available on our website and mobile phones. You can sign up for a customised disruption alert service via SMS text messages and emails on our website at [www.firstcapitalconnect.co.uk](http://www.firstcapitalconnect.co.uk)

## 6.7 Autumn leaf-fall timetable

We will operate a revised timetable each autumn which takes account of fallen compacted leaves which create a greasy coating on the rails causing train wheels to slip when braking or accelerating. We work hard with Network Rail to mitigate the impact of this however delays may still occur because of this seasonal problem.



## 7. Asking your views - customer feedback

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### 7.1 Your views

We actively seek the views of our customers as regular feedback helps us to plan improvements to your service. Feedback will be encouraged by:

- Having customer comment forms available at all staffed stations we serve
- Inviting customers to take part in focus groups
- Meeting user groups and stakeholders at least twice yearly
- Holding regular 'Meet the Manager' sessions at our stations. These are advertised on posters at stations and through our website
- Web chats with our directors
- Having a feedback form on our website
- Carrying out market research on a regular basis to understand how you think we are performing. We will find out where we are exceeding your expectations and where there is room for improvement



## 7.2 How to contact us

We answer all written comments from passengers within five working days of receiving them. If it takes longer to make the necessary enquiries we will send you an acknowledgement within five working days and a full reply within ten working days.

If your comments relate to another train company, we will forward them to that company and tell you what we have done.

You can make comments to First Capital Connect Customer Relations at:

Freepost RRBR-REEJ-KTKY  
First Capital Connect  
Customer Relations Department  
PO Box 443  
PLYMOUTH  
PL4 6WP

**Telephone:** 0845 026 4700  
0700 to 2200 every day except Christmas Day

**Fax:** 0845 676 9904

**Email:** [customer.relations.fcc@firstgroup.com](mailto:customer.relations.fcc@firstgroup.com)

**Textphone:** 0800 975 1052

**Website:** [www.firstcapitalconnect.co.uk](http://www.firstcapitalconnect.co.uk)

Customers should be aware that we now operate a number of shared services with Southeastern. Trains that terminate at Sevenoaks, Orpington, Gillingham and Ashford are the responsibility of Southeastern when operating south of London Blackfriars. See page 10 for more information and contact details.

## 7.3 Independent consumer watchdogs

Passenger Focus and London TravelWatch are independent consumer watchdogs, established by Parliament to protect and champion passengers' interests. They work with train companies, Network Rail, the government and others to get the best deal for rail passengers. One of their responsibilities is to look at cases where passengers are not happy with our response and/or the outcome.

We will always address your comments and concerns in a fair and reasonable way in accordance with the National Rail Conditions of Carriage, our Complaints Handling Procedure and our Passenger's Charter. However, if you are not happy with our response you can contact Passenger Focus or London TravelWatch. They will consider your case and, where they believe it is appropriate, will follow things up with us on your behalf.

### Contacting Passenger Focus

You can contact Passenger Focus about any issue that is wholly to do with stations or journeys between Brighton and Three Bridges (inclusive), or between Hitchin and Peterborough / Hitchin and King's Lynn (inclusive).

**By phone:** 0300 123 2350

**By email:** [advice@passengerfocus.org.uk](mailto:advice@passengerfocus.org.uk)

**By letter:** Passenger Focus  
FREEPOST (RRRE-ETTC-LEET)  
PO BOX 4257  
Manchester  
M60 3AR

**By fax:** 0845 850 1392



## Contacting London TravelWatch

You can contact London TravelWatch about any issue that is wholly to do with stations or journeys between Stevenage and London (inclusive) or between Bedford and Gatwick Airport (inclusive), or between Blackfriars and Sutton / Wimbledon.

**By phone:** 020 7505 9000

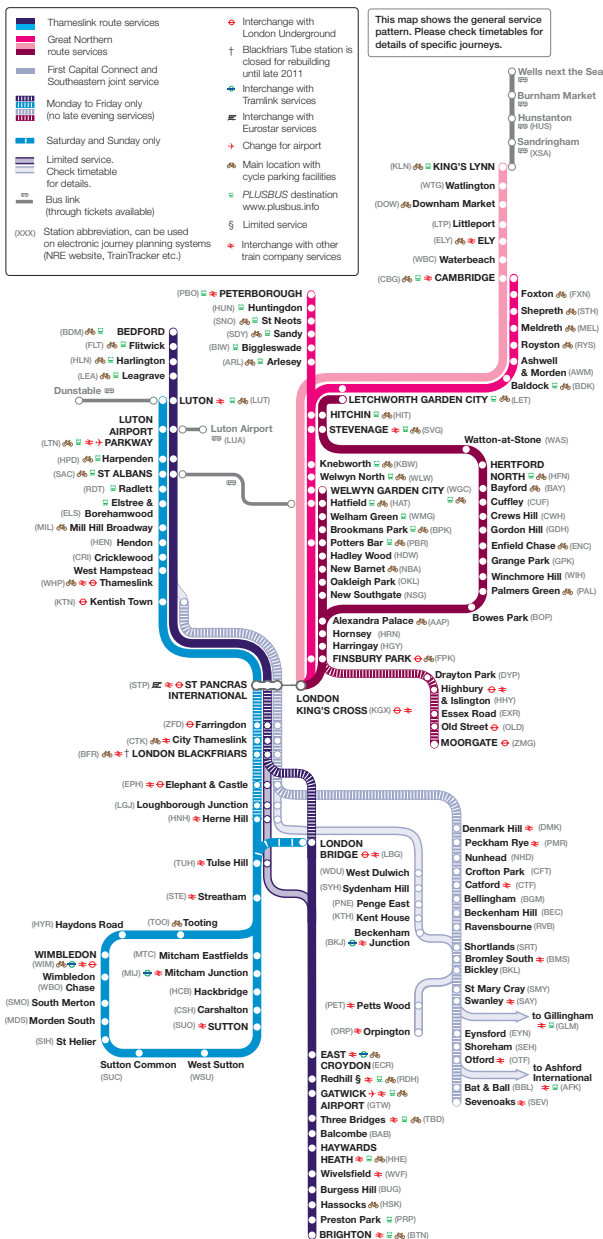
**By email:** [enquiries@londontravelwatch.org.uk](mailto:enquiries@londontravelwatch.org.uk)

**By letter:** London TravelWatch  
6 Middle Street  
London  
EC1A 7JA

**By fax:** 020 7505 9003



# 8. First Capital Connect network



There are no services between St Pancras International and London Bridge / Herne Hill late on Monday to Friday evenings (2230 - 0430) and most weekends. For more information, visit [thameslinkprogramme.co.uk](http://thameslinkprogramme.co.uk)

LEAF.MKG.021.1002

First Capital Connect  
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1 Cranwood Street  
London EC1V 9QS

L/CS649/0210

[www.firstcapitalconnect.co.uk](http://www.firstcapitalconnect.co.uk)