

# Passenger's Charter

National Express East Coast  
Valid from September 2009



**national** express

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This leaflet is also available in Large Print and other formats.  
To order contact Customer Relations on 08457 225 333

# Welcome to National Express

NXEC Trains Limited is a wholly owned subsidiary of the National Express Group, trading as National Express East Coast. We operate train services between London King's Cross and Peterborough, the East Midlands, Yorkshire, North East England and Scotland.

# Our commitment to you

At National Express East Coast, we want you to enjoy your journey and our Passenger's Charter is your guide to the level of service you can expect to receive when using our stations and travelling on our trains.

Our key commitments to you are:

- A safe, clean, punctual and reliable train service
- Safe, clean stations which offer good service
- Convenient ticket purchase
- A fair outcome when things go wrong.

This Passenger's Charter sets out:

- Our standards and targets
- How we work with other organisations in the rail industry
- How we measure and then publish how we are doing
- How we look after you and make amends if things go wrong
- How you can contact us.

From time to time you may be asked for your opinions in one of our Customer Satisfaction Surveys. We urge you to take part because these surveys are key to establishing what is important to our customers and how they feel about our services. The results from these provide information to our management team so that we can continue to improve our service to you.

# Making travel simpler

We have committed to provide the following improvements to services on the East Coast route:

- Through a Service Quality Management System, build upon existing customer service levels and consistently achieve high standards.
- To improve the punctuality of our trains to 90.1% on time by January 2010 through effective partnership working with Network Rail, more reliable rolling stock and timetable improvements.
- Investment in our rolling stock, specifically, improving the on-train environment and personal security by installing CCTV on trains.
- A programme of investment in station improvements across the company with a detailed maintenance and cleaning programme to ensure quality is maintained in all areas.
- Innovative investment in new customer information systems to ensure that up to date and relevant information is available to suit individual customer choice.
- £1 million investment in a state-of-the-art customer website which will allow customers to buy tickets and reserve seats in a simple, hassle-free way.

# Our station standards

We manage the following stations: Peterborough, Grantham, Newark North Gate, Retford, Doncaster, Wakefield Westgate, York, Darlington, Durham, Newcastle, Berwick-upon-Tweed and Dunbar.

Every station will have information on display showing the name of its manager, useful telephone contact numbers, Travel Centre opening hours, information about how to buy a ticket outside these hours and details of other transport services such as buses and taxis. The location of the nearest public telephone will be given as well as contact details for National Rail Enquiries. Details of National Rail-appointed travel agents, arrangements for purchasing tickets by telephone or on the internet, directional information, timetables and information for customers with impaired mobility or other disabilities will all be displayed. We will also display information about how to contact us if something goes wrong with your journey.

Our target is to ensure that you need not wait to buy a ticket for longer than five minutes during peak times or three minutes at other times. Peak times are shown on the station information poster. Please ensure that you arrive at the station in plenty of time to buy a ticket.

National Express East Coast works closely with the other National Rail train companies so that your journey is as smooth and efficient as possible. If you travel on services provided by other train operators who call at our stations and you wish to have a copy of their Passenger's Charter, please ask at the ticket office or contact our Customer Relations Team (see page 24 'Contact Us' for details).

All stations will have daily inspections to check the cleanliness and general condition of public areas, including approach roads and car parks. Action will be taken wherever necessary to clean up any public areas that do not meet our standards.

We aim to provide a safe and welcoming environment at all our stations. CCTV is installed at many of our stations and security is reviewed in conjunction with the British Transport Police. All our stations have achieved British Transport Police 'Secure Stations' accreditation and we will continue to improve security for both customers and our staff.

We recognise that National Express East Coast customers often get on our trains at stations not managed by us, including London King's Cross, Leeds, Edinburgh Waverley and Glasgow Central, which are managed by Network Rail. However, we believe that our customers should expect our high standards of service at these stations. Therefore, we have created a dedicated managerial position to ensure that our customers using stations we do not manage receive a high standard of service.

All National Express East Coast stations, and those we serve but do not manage, will be 'mystery shopped' by a specialist retail audit company seven days a week, all year (except Christmas Day and Boxing Day). This will provide realistic customer service quality measures and will allow us to focus on continued customer service improvements.

## Punctuality and cancellations

Working with the Department for Transport and Network Rail, we continually strive to improve the punctuality and reliability of National Express East Coast train services. All our services are monitored for punctuality and cancellations every day, including Sundays and Bank Holidays.

Punctuality is measured as a percentage of all National Express East Coast trains that have arrived at their final destination within ten minutes of the advertised time: this is known as the Public Performance Measure (PPM). By January 2010 we will improve our PPM to 90.1%, as measured over the preceding 12 months. This will be described as the NXEC PPM moving annual average.

When a specially-advertised revised timetable is in operation, for example at times of engineering work, we are measured against the revised times.

# Planning your journey

## **On the internet**

Our timetable information is available on our website [nationalexpresseastcoast.com](http://nationalexpresseastcoast.com). Timetable and fares information for journeys with National Express East Coast and any other train company on the National Rail network is available from [nationalrail.co.uk](http://nationalrail.co.uk)

## **Using the telephone**

Phone National Rail Enquiries on 08457 48 49 50 for all timetable and fares enquiries. It is open 24 hours a day, seven days each week (except Christmas Day). Calls are charged at local rates and may be monitored for training purposes.

## **At our Travel Centres**

You can be sure that you will receive impartial advice and be sold the most appropriate ticket for your journey when you visit one of our Travel Centres. We will be delighted to assist you with tickets and reservations for longer journeys involving travel beyond the National Express East Coast network.

## **Timetable information**

All National Express East Coast stations will display timetable information on all scheduled services operating from that station.

National Express East Coast timetable booklets will be available free of charge.

With the introduction of our 'electronic timetable to mobile' initiative, customers who have registered can now receive our timetable, or selected elements of it, direct to their mobile telephone.

When we introduce new timetables, copies will be available from all stations at least 28 days before commencement.

We produce our timetable in other formats (e.g. Large Print). These are available on request from our Customer Relations Team.

## **Bus service information**

National Express East Coast is committed to the ongoing development of the national and regional 'Traveline' information network. Traveline provides journey information on all modes of transport available along the East Coast route. You can access Traveline by telephone on 0871 200 2233 or through [traveline.org.uk](http://traveline.org.uk)

# Engineering works

We run trains over some of the most intensively-used high-speed, regional, commuter and freight railways in the UK and they require a rolling programme of maintenance and improvement so that a safe, reliable service can be provided. Sometimes this means that we have to amend train times, or substitute trains with coaches or buses in order that engineers can carry out work.

We will try to keep disruption to your journey to a minimum, but please bear with us when this happens. Please note that where coaches or buses are replacing trains, bulky items such as bicycles cannot be carried.

When planned engineering work is taking place we will display posters that inform passengers about alterations to services. We will display them in prominent positions at the stations where train services are affected at least 7 days in advance. A summary of forthcoming alterations to services due to engineering work will be available 14 days beforehand from stations and 12 weeks beforehand from National Rail Enquiries on 08457 48 49 50, or at [nationalrail.co.uk](http://nationalrail.co.uk) and at [nationalexpress-eastcoast.com](http://nationalexpress-eastcoast.com)

If engineering work has to take place at short notice we will not be able to give very much warning, but information will be displayed on these websites and will also be available from National Rail Enquiries as soon as possible.

# Seat reservations

Seat reservations are available on all National Express East Coast services, irrespective of ticket type.

## **Our Seat Guarantee**

If the seat you have reserved is not available, our staff will do all they can to find you an alternative seat. If we cannot find you an alternative seat we will make a refund on the following basis:

- If your ticket is one way, we will refund 100% of the value
- If your ticket is a return, we will refund 50% of the value.

## **How it will work:**

1. If an alternative seat cannot be found anywhere on the train a member of our staff will endorse your ticket or seat reservation coupon and wherever possible, give you a claim form.
2. If you reserved a seat in First Class, but the only seat we can find you is in Standard, we will refund the difference between the First Class fare you paid and the equivalent Standard fare. Again, a member of our staff will endorse your ticket or seat reservation coupon.
3. Claim forms will also be available at our stations or from [nationalexpresseastcoast.com](http://nationalexpresseastcoast.com).
4. You then post the claim to us and we will provide the refund in the form of National Rail Travel vouchers.

Please note:

- Refunds will normally be provided only if an endorsed ticket or seat reservation coupon is provided.
- If you are also delayed on the same journey and make a claim under our Delay Repay scheme, or you make a claim because on the same journey we did not provide the Assisted Passenger Reservation Service (APRS) assistance we had agreed to provide, the scheme giving you the highest level of compensation will take precedence. We will not pay compensation under more than one scheme in respect of the same journey.

# The National Rail Conditions of Carriage

The National Rail Conditions of Carriage set out the legal contract that you have with us when you purchase a ticket and travel with National Express East Coast. If you wish to have a copy of the National Rail Conditions of Carriage they are available free of charge from all our stations, by contacting our Customer Relations team (see page 24 'Contact Us' for details). or by downloading them from [nationalrail.co.uk](http://nationalrail.co.uk)

## Buying your ticket

### **At our stations**

Travel Centre opening times are clearly displayed at each of our stations together with information about how to buy a ticket outside those hours. Our aim is to serve you at Travel Centres within five minutes at peak times and three minutes at other times. Peak times are shown on the station information poster which is normally located near the station entrance.

Our Travel Centres accept cash, cheques (supported by a valid cheque card covering the full value of the ticket), most credit/debit cards, National Express vouchers and National Rail travel vouchers.

All stations operated by National Express East Coast have self-service ticket machines that can sell tickets to any other National Rail station. These accept most credit/debit cards, but not 'mint' cards and those of similar shape.

### **On the internet**

You can buy a ticket for any National Rail journey, including travel with National Express East Coast and elsewhere on the National Rail network, on our website [nationalexpress-eastcoast.com](http://nationalexpress-eastcoast.com). Tickets can be posted to you, but please allow five working days from the date of ordering to the date of travel, or collected from self service ticket machines at many stations. Please note that to collect a ticket in this way you must put the credit/debit card used to make the purchase into the machine.

### **On the phone**

We provide a facility for purchasing tickets, including Season Tickets, for travel on our services and for journeys elsewhere on the National Rail network on the telephone using a credit or debit card. (Please see the 'Contact Us' section for details).

Your ticket will be sent to you by first class post, but please allow five working days from the date of ordering to the date of travel (a cheque may be used for payment, but please allow three weeks from the date of ordering to the date of travel).

### **On the train**

If you get on a train without a valid ticket at a station where the Travel Centre is open, or where a self-service ticket machine that accepts cash is available and in working order, you will have to buy the full single or full return fare for your journey. In these circumstances you will not be able to use a railcard on the train, unless you have a Disabled Persons Railcard.

At stations where either automatic or manual ticket barriers are in operation, you will need to purchase a ticket before getting on the train.

Where we discover fare evasion that amounts to deliberate fraud we always bring criminal proceedings. We are determined to stamp out fraudulent travel on our services because it is not fair on those who have paid; to safeguard both your safety and security; and to ensure funding for our investment schemes.

# Assistance if you have impaired mobility and other disabilities

We welcome customers with impaired mobility and other disabilities and publish a Disabled People's Protection Policy (DPPP) detailing the services that passengers can expect when travelling with us or using our stations. The full policy is available from our stations, on our website or by contacting our Customer Relations team (see page 24 'Contact Us' for details). Please also contact them if you would like to request our policy in other formats, e.g. Large Print.

## **How to book journey assistance**

We aim to provide assistance to disabled customers throughout our network, whether or not they have booked in advance. We recommend that disabled customers do book ahead whenever possible using the nationwide Assisted Passengers Reservation Service (APRS) to ensure that we are able to help you as best we can.

Bookings can be made by our Assisted Travel Team using the nationwide APRS service. In order to book the service we require a minimum of 24 hours' notice, but if this is not possible, please still contact us and we will do our best to help. By making a single call to us we can arrange:

- Purchase of your travel tickets
- Assistance to and from the train at starting, intermediate and destination stations
- Seat reservations, including the booking of dedicated wheelchair spaces
- Onward travel reservations on services operated by other train companies where reservations are available. Even if other train companies do not offer reservations on their trains you can still book assistance.

For general accessibility enquiries or to make a request for assistance please contact our Assisted Travel Team (see page 24 'Contact Us' for details).

We promise that if you make an APRS booking 24 hours in advance and the assistance we have agreed to provide at a National Express East Coast operated station is not provided, we will give you a refund on the following basis:

- If your ticket is one way (i.e. a single), we will refund 100% of the value
- If your ticket is two way (i.e. a return), we will refund 50% of the value

To make a claim, please contact our Customer Relations Team (see page 24 'Contact Us' for details) and quote the APRS reference number that you were given when you booked. This will help us trace what went wrong.

Please note:

If you are also delayed on the same journey and make a claim under our Delay Repay scheme, or you make a claim under our Seat Guarantee, the scheme giving you the highest level of compensation will take precedence. We will not pay compensation under more than one scheme in respect of the same journey.

### **Additional information on the Assisted Passengers Reservation Service**

The Assisted Passengers Reservation Service (APRS) is a national service to provide customers with impaired mobility and other disabilities assistance and reassurance to make travelling by rail as easy and stress-free as possible. All National Rail train companies support the APRS scheme and can take bookings for journeys throughout the National Rail network, regardless of the number of different train companies involved in a journey.

Useful information on station access and help available can be obtained from National Rail Enquiries on 08457 48 49 50 (textphone: 0845 60 50 600) or by looking on the National Rail website:  
[nationalrail.co.uk/passengerservices/disabled\\_passengers](http://nationalrail.co.uk/passengerservices/disabled_passengers)

You can also download station maps detailing accessibility from:  
[nationalrail.co.uk/passengerservices/disabledpassengers/accessibility\\_maps.htm](http://nationalrail.co.uk/passengerservices/disabledpassengers/accessibility_maps.htm)

# Taking care of you if things go wrong

## **Looking after you when services are delayed**

If services are disrupted, we will give you as much information as possible about the delay, whether you are at a station or on a train.

We will also provide information through National Rail Enquiries, travel bulletins on local radio and television, our website and via messages at stations and on trains.

You can also access current train running information through:

- [nationalexpresseastcoast.com](http://nationalexpresseastcoast.com)
- the National Rail website [nationalrail.co.uk](http://nationalrail.co.uk)
- by telephoning National Rail Enquiries TrainTracker on 0871 200 49 50
- by texting National Rail Enquiries TrainTracker on 48 49 50.

National Express East Coast runs over 130 trains every weekday over 700 miles of Great Britain and it is generally not possible to delay our trains for late-running connections. Also, if our trains are running late it is not always possible for other train companies to 'hold' their trains to maintain connections. If you miss a connection because a National Express East Coast train is running late or is cancelled, we will help you re-plan your journey to keep the inconvenience to a minimum. If you miss a connection because of problems with a National Express East Coast train, we will arrange alternative transport to get you to your final destination if:

- the next connecting train is more than 60 minutes later than the one you should have caught and
- it will get you there quicker than waiting for the next train.

We will also arrange alternative transport if problems with a National Express East Coast train cause you to miss the last connection of the day to your destination.

Where we believe that because of a delay or cancellation of a National Express East Coast train it will be impossible to get you to your destination at a reasonable time either by train or alternative transport, we will:

- either arrange for you to return to where your journey started, or another appropriate location, and ensure that you can travel again the next day, all at no additional charge
- or arrange overnight accommodation and ensure that you can travel the next day, all at no additional charge.

In these circumstances if you decide not to travel the following day, i.e. you abandon your journey entirely, we will give you a full refund on the price of your ticket, whether single or return.

If you are delayed by over 60 minutes on any National Express East Coast train, or you are delayed by over 120 minutes at a National Express East Coast operated station because of a problem with National Express East Coast services, irrespective of the cause, we will offer you refreshments with our compliments, while stocks last.

# Compensation for all ticket holders

If you are delayed when travelling with us we will apologise and make things up to you. Our compensation system, called 'Delay Repay', applies to all ticket holders (including Season Ticket holders), irrespective of what caused the delay. If you arrive at your destination station late as a result of delay to and/or cancellation of National Express East Coast trains, it works as follows:

- 30 to 59 minutes delay compensation of at least 50% of the cost of a single ticket or at least 50% of the cost of either portion of a return ticket (by 'portion' we mean either the outward or the return part of a return ticket)
- 60 to 119 minutes delay = compensation of at least 100% of the cost of a single ticket or at least 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)
- 120 minutes delay or longer = compensation of at least 100% of the cost of a single ticket or at least 100% of the cost of a return ticket (i.e. both ways, not just one way).

If you have a Season Ticket\* (weekly, monthly or annual) the minimum compensation will be calculated using the proportional daily cost of the 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 (see page 24 'Contact Us' for details).

We will normally provide compensation in the form of National Rail Travel vouchers.

'Delay Repay' claim forms are available from all stations, Travel Centres and from [nationalexpresseastcoast.com](http://nationalexpresseastcoast.com). During major disruption we will make forms more widely available wherever possible. If you are travelling on a train that suffers a delay of over 30 minutes our staff will distribute these forms on board the train wherever possible.

If you also make a claim under our Seat Guarantee, or you make a claim because on the same journey we did not provide the APRS assistance we had agreed to provide, the scheme giving you the highest level of compensation will take precedence. We will not pay compensation under more than one scheme in respect of the same journey.

We will develop arrangements for online submission of claims via our website. Until these methods of claiming are introduced we ask that you continue to use the Delay Repay claim forms.

Always make your claim within 28 days of the date of the delay and, unless it is a Season Ticket, please enclose the ticket you used to make the journey. Please note that it will help us to settle your claim quickly if your ticket has been stamped by the Train Guard.

We do not normally accept claims for a refund if trains are delayed or cancelled and you were advised of the delay before you purchased your ticket. However, we treat each claim on its merit and will never automatically rule out compensation.

Season Ticket holders must claim in respect of each individual journey on which they are delayed and are strongly advised to do so within 48 hours of the delay to speed things up.

In the event that we introduce an emergency timetable, 'Delay Repay' compensation arrangements will be measured against the emergency timetable.

Should a period of sustained poor peak punctuality be experienced, we will consider compensating Season Ticket holders over and above the arrangements outlined above. In doing so, we will consult Passenger Focus and London TravelWatch.

By 'peak', we mean trains scheduled to arrival at London King's Cross between 07.00 and 09.59 and trains scheduled to depart from London King's Cross between 16.00 and 18.59 on Mondays to Fridays, excluding Bank Holidays.

If you also make a claim under our Seat Guarantee, or make a claim because on the same journey we did not provide the APRS assistance we had agreed to provide, the scheme giving you the highest level of compensation will take precedence. We will not pay compensation under more than one scheme in respect of the same journey.

# Refunds

## **Because of disruption to train services**

If the train you planned to catch is cancelled, delayed or your reservation will not be honoured and as a result you decide not to travel and at that time return the unused ticket to any ticket office, the Train Company responsible for that ticket office will, if it is in a position to do so, give you an immediate full refund (i.e. with no deduction for administration costs).

## **Because you decide not to travel for other reasons**

Even if the train service is running normally, but you decide not to use a ticket for your own reasons, you will be eligible for a refund in many cases – subject to a £10 administration fee. The exception is that most Advance Tickets (i.e. where you must specify the date and time you will travel at the time of purchase) are sold on a ‘no refund’ basis.

## **What to do**

- Tickets bought from a National Rail ticket office, or a self-service ticket machine at a National Rail station, should be returned within 28 days to any National Rail ticket office.
- If you bought your ticket from National Express East Coast on the telephone please post your ticket with a covering letter to our National Express East Coast Refund Administration team (see page 24 ‘Contact Us’ for details).
- If your ticket was purchased from our website [nationalexpresseastcoast.com](http://nationalexpresseastcoast.com), irrespective of whether we sent it to you or you collected it from a station or self-service ticket machine, please post your ticket with a covering letter to our National Express Web Support team (see page 24 ‘Contact Us’ for details).
- If your ticket was purchased from a National Rail-appointed travel agent, online or on the telephone from another train company, or from an independent ticket retailer (e.g. [thetrainline.com](http://thetrainline.com)), please contact the people who sold it to you.

**If you have a season ticket**

If you no longer need your season ticket you should return it immediately to the ticket office where you bought it. Refunds are processed centrally and we will post you a cheque for any amount due as soon as possible.

Alternatively, you can post your ticket immediately to our Season Ticket Refunds team (see page 24 'Contact Us' for details).

Season Tickets offer substantial savings for the daily traveller: an annual season ticket gives 52 weeks' travel for the price of 40 weeks'. The amount refunded is based on the difference between the cost of the Season Ticket originally purchased and the cost of a Season Ticket for the period up to the date the ticket is returned to us. Therefore you may find that you receive a smaller refund than you were expecting, or perhaps nothing at all. For example, an annual Season Ticket has no refund value after 40 weeks' use.

Please remember that Season Ticket holders who, for reason of sickness are unable to travel for more than four weeks may apply for a discretionary partial refund for that period. In assessing an application we may ask for supporting documentation such as a medical certificate.

# Additional information

## **Luggage**

Passengers may carry up to two large items and one small item of luggage free of charge. Large items should not exceed 90 x 70 x 30 cm and small items should not exceed 55 x 40 x 20 cm in size. In total, your luggage should not exceed 50 kilograms in weight. Please do not attempt to carry items that you cannot lift or move without help.

## **Assistance**

We do not provide employees specifically to carry customers' luggage. Whilst we will do our best to help with luggage, priority will be given to disabled customers requiring assistance.

## **Bicycles**

We welcome passengers with bicycles on our trains but space is limited and there is a maximum number of bikes we can carry on each service. Cycle reservations are compulsory on all our trains: they are free of charge and must be made 24 hours before travel. For more information and to make a cycle reservation phone the National Express Trains Contact Centre Telesales (see page 24 'Contact Us' for details) or visit our website [nationalexpress-eastcoast.com](http://nationalexpress-eastcoast.com).

Folding bicycles are welcome on all National Express East Coast services and should be stowed in the luggage racks at the end of each coach. They must be folded before boarding and must not be reassembled until you have left the train.

## **Smoking**

It is not permitted to smoke anywhere on our trains or stations, including the open platforms, toilets and immediately outside the entrance doors to our stations.

## **Employee conduct**

We recruit and train our staff to give you the most appropriate information and to serve you in a friendly, courteous manner. All of our staff can be recognised by their company name badges.

## **Lost and Found**

If you lose something at one of our stations or on one of our trains, we will do our best to recover it for you. You can report a lost item:

- in person at any of our stations
- by contacting our Customer Relations Team (see page 24 'Contact Us' for details).

A charge in line with rail industry guidelines may be levied for returning your property.

## **Catering**

The majority of our trains have a buffet car and an at-seat trolley service that makes its way through Standard accommodation and First Class.

Many trains have an At Seat Dining service in which high quality food, prepared onboard by our chef is served at your seat in First Class or available for collection from the buffet in Standard.

Selected peak trains have a restaurant offering either breakfast or a full à la carte dinner menu.

Full details about our catering facilities, including which trains have At Seat Dining and restaurants, menus and prices can be found on our website [nationalexpresseastcoast.com/On-Board-Our-Trains](http://nationalexpresseastcoast.com/On-Board-Our-Trains).

If we are unable to provide all or part of the advertised catering we will inform you before the train departs so you can make alternative arrangements.

## **Other ways of obtaining this Passenger's Charter**

Copies of this Passenger's Charter are available from all National Express East Coast stations, from our Customer Relations team or they can be printed from our website [nationalexpresseastcoast.com](http://nationalexpresseastcoast.com)

## **Improvements to our Passenger's Charter**

If you have any suggestions about how we might improve our Passenger's Charter, please contact: Customer Services Director, National Express East Coast, East Coast House, 25 Skeldergate, York, YO1 6DH.

We will review our Passenger's Charter every year, in consultation with Passenger Focus and London TravelWatch.

# Having your say

## **Improving our services**

We want to hear your comments, concerns and suggestions so we can keep improving services and facilities. Our 'Comments and Compliments' forms are available from all our stations. Completed forms can be handed in at any National Express East Coast station or posted to us. Each month we review these and report on the key issues and trends to the National Express East Coast board of directors.

In normal circumstances, we aim to respond in full to all written correspondence within 10 working days.

No matter how you contact us, all of your comments, concerns and suggestions will be recorded and used to shape the future of National Express East Coast.

If your comments involve another train company we will pass them on and let you know what we have done. The other company will reply to you direct.

## **Spotted a problem?**

If you notice a problem you feel we may not be aware of, please contact our Customer Relations Team or speak to any of our staff on the station or train.

# 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, Government and others to get the best deal for rail passengers. One of their responsibilities is to look at cases where customers are not happy with our response when something has gone wrong.

We will always try to address your comments and concerns in a fair and reasonable way in accordance with the National Rail Conditions of Carriage, our Customer 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, except those that are wholly to do with London King's Cross and Stevenage stations or journeys between those stations.

**Telephone:** 0300 123 2350

**Email:** [info@passengerfocus.org.uk](mailto:info@passengerfocus.org.uk)

**Post:** Passenger Focus FREEPOST PO BOX 4257  
Manchester M60 3AR

**Fax:** 0845 850 1392



**Contacting  
London TravelWatch**

You can contact London TravelWatch about any issue that is wholly to do with London King's Cross and Stevenage stations or journeys between those stations.

**Telephone:** 020 7505 9000

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

**Post:** London TravelWatch 6 Middle Street London EC1A 7JA

**Fax:** 020 7505 9003

# Contact Us

## **National Express Customer Relations**

Freepost RRZG-ZZZX-LKXK

Newcastle upon Tyne

NE1 5DN

**Tel:** 08457 225 333, Option 3

**Email:** [c.relations@nationalexpress.com](mailto:c.relations@nationalexpress.com)

Open Monday to Friday 08.30 – 17.00

## **Delay Repay/Seat Guarantee**

PO Box 850

Newcastle

NE99 1HZ

## **National Express East Coast Assisted Travel**

**Tel:** 08457 225 225 (Option 2 then Option 5)

**Textphone:** 08451 202 067

**Email:** [assisted.travel@nationalexpress.com](mailto:assisted.travel@nationalexpress.com)

Open Monday to Saturday 08:00 – 20:00; Sunday 10:00 – 20:00

## **National Express Trains Contact Centre (Telesales)**

**Tel:** 08457 225 225

Open Monday to Saturday 08.00 – 20.00; Sunday 10:00 – 20:00

**International Telephone Number** +44 191 2275959

For refunds of tickets purchased over the phone from our Contact Centre:

## **National Express East Coast Refund Administration**

PO Box 850

Newcastle upon Tyne

NE99 1HZ

For refunds of tickets purchased from our website:

## **National Express Web Support**

PO Box 1207

Newcastle upon Tyne

NE99 1JH

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