

Passenger's Charter

Our commitment to you

Contents

- 1. Welcome**
- 2. Our people**
- 3. Keeping you informed**
 - 3.1 Our website
 - 3.2 Timetables
 - 3.3 Leaflets and posters
 - 3.4 In person at your local station
 - 3.5 Over the phone
 - 3.6 National Rail Enquiries
- 4. Buying your ticket**
 - 4.1 From our website
 - 4.2 From our ticket offices at stations
 - 4.3 From self-service ticket machines
 - 4.4 Over the phone
 - 4.5 From another train operator or rail ticket retailer
 - 4.6 On the train
 - 4.7 Ticket checking
- 5. On our trains and at our stations**
 - 5.1 Getting to and from our stations
 - 5.2 Smoking
 - 5.3 Your security
 - 5.4 Seat reservations
 - 5.5 Cycles
 - 5.6 Luggage
 - 5.7 Catering on our trains
 - 5.8 Wi-Fi
 - 5.9 Lost property
 - 5.10 Customer Service on other National Rail operators' services
- 6. If you need extra help**
 - 6.1 Booking assistance
- 7. Service disruption**
 - 7.1 Planned engineering work
 - 7.2 Short notice engineering work
 - 7.3 Looking after you when services are delayed
- 8. Measurement of performance and publication of results**
 - 8.1 Punctuality and reliability
- 9. Refunds**
 - 9.1 Because of disruption to train services
 - 9.2 Because you decide not to travel for any other reason
- 10. Compensation**
 - 10.1 Delay Repay
 - 10.2 Booked assistance
 - 10.3 Seat Guarantee
- 11. How to contact us**
 - 11.1 Comments and feedback
 - 11.2 Complaints
 - 11.3 If you are not satisfied with our response

1. Welcome

I am delighted to introduce you to the Passenger's Charter for East Coast Main Line Company Limited.

We trade as East Coast, and we're a subsidiary of Directly Operated Railways, the new company established by the Government. East Coast has day-to-day responsibility for the operation of train services between London King's Cross and Peterborough, the East Midlands, Yorkshire, the North-East of England and Scotland.

At East Coast every customer is important, whether you travel with us every day or whether this is your first journey with us. This Passenger's Charter sets out our commitment to you. We aim to deliver consistently high standards of service wherever and whenever you come into contact with our business; our Passenger's Charter details these standards so that you know what to expect when using our trains and stations.

It tells you about East Coast's commitment to deliver a safe, reliable, and customer focused service, day in day out. It also explains how we will measure and report our performance in relation to customer service, and details our compensation arrangements if our trains are delayed. It tells you how to contact us if you have a question or complaint and how we will respond; and what to do if you are not happy with our response.

This document does not affect your legal rights, which are set out in the National Rail Conditions of Carriage.

Our Passenger's Charter is reviewed every year in consultation with Passenger Focus and London TravelWatch. If you have any suggestions about how you think we could improve it, or any other aspect of our service, please contact me:

*Karen Boswell
Managing Director,
East Coast,
East Coast House,
25 Skeldergate,
York YO1 6DH*



2. Our people

We have around 3,000 staff along the East Coast Main Line, from King's Cross to Inverness. They include people who work at stations, on trains, in ticket offices and in our engineering depots. Because we believe you deserve a high quality of customer service, we invest a great deal of time in training our staff to look after you throughout your journey. All our stations and trains have staff on hand to help you when travelling with us. Our Customer Relations, Telephone Sales and Assisted Travel teams are also available on the phone to provide information and guidance. We expect our staff to be helpful, courteous, proactive and professional at all times. We will ensure that they receive regular training and all the support they need to assist you in your journey whatever their role. If they are unable to help you or provide the information you require, they will find someone who can. All of our staff can be recognised by their company name badges.

3. Keeping you informed

We're committed to providing you with clear, comprehensive, accurate and consistent information about all the things you need to know about our services before travelling with us and during your journey.

We offer this information in a range of formats and media, so you can chose to access it in the way that is most convenient for you.

3.1 Our website

Detailed information about all our services is available on our website www.eastcoast.co.uk

You can download timetables, plan your journey to or from the station and access live departure information from this site.

We can update you with live information relating to your journey by email or via SMS. To register for this free service, go to www.eastcoast.co.uk/travelalert

3.2 Timetables

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

You can download timetables from our website www.eastcoast.co.uk We also provide information about our train service times in timetable booklets which are available free of charge.

When we introduce new timetables, information will be available from all stations and on our website 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 at customers@eastcoast.co.uk

3.3 Leaflets and posters

We provide leaflets and posters about our services and facilities. Posters are displayed on our stations and trains. Leaflets are available from our station ticket offices and customer information points.

We ensure leaflets are available at stations where our services call but we are not the station operator. You can download a pdf version of our leaflets from our website www.eastcoast.co.uk or our Customer Relations team will post leaflets to you on request. We also provide our publications in other formats such large print, audio and braille on request.

3.4 In person at your local station

You can drop into your local station and pick up a range of information about our services. Our station staff in the ticket office or customer information point will be pleased to help you. At stations we operate, staff are available during the times of train service operation. We ensure information is also available at the stations where we call but we are not the station operator.

The opening hours of East Coast operated stations, and major stations that we call at, can be found on our website, www.eastcoast.co.uk The National Rail Enquiries website, www.nationalrail.co.uk, provides detailed information on all the stations we call at.

3.5 Over the phone

Our Customer Relations and General Enquiries/ Telephone Sales teams will be happy to provide information and assistance with all aspects of your journey over the telephone.

General Enquiries/Telephone Sales

Telephone: **08457 225 225***

Opening times: 08:00-20:00 Monday to Saturday, 10:00-20:00 Sunday. Closed Christmas Day and Boxing Day.

Customer Relations

Post: East Coast Customer Relations,
Freepost RSRJ-LJCX-GHST,
Plymouth PL4 6AB

Telephone: **08457 225 333***

E-mail: customers@eastcoast.co.uk

Opening hours 07.00 – 22.00 Monday to Sunday. Closed Christmas Day and Boxing Day.

3.6 National Rail Enquiries

Timetable and fares information for journeys with East Coast and all other National Rail Companies is available from the National Rail Enquiries service on www.nationalrail.co.uk or phone National Rail Enquiries on 08457 48 49 50. They are open 24 hours a day, seven days a week. Calls are charged at local rates and may be monitored for training purposes.

4. Buying your ticket

All customers must buy a ticket valid for the date and time of the journey they are making before they travel. Customers must carry this ticket during their journey and have it available for inspection at any time.

The National Rail Conditions of Carriage set out the legal contract that you have with us when you purchase a ticket and travel with East Coast. A copy is available free of charge from all our stations or from our Customer Relations team. You can also download them from www.nationalrail.co.uk

You can buy tickets for travel on our services and across the National Rail network in a number of ways.

Please note: Buying your ticket at least 24 hours in advance will often give you a wider choice of fares and enable you to buy the best value ticket. You can purchase tickets in advance from our website www.eastcoast.co.uk, our Telephone Sales team or from our ticket offices.

* Calling an 0845 number costs 2p per minute during the day and 0.5p per minute at all other times when calling from a BT landline. Costs from other networks, including mobiles, may vary – please check with your service provider before you call.

4.1 From our website

You can buy a ticket for any National Rail journey from our website, www.eastcoast.co.uk

There are two ticket delivery options available to you if you book online:

- Self-service machine - You can collect your ticket from any self-service machine listed on our website. Please bring the credit or debit card you used to buy your ticket, as well as the booking reference number allocated to you when you booked; or
- Post – You can receive your ticket either by First Class post or Next Day Special Delivery. Please see website for details.

4.2 From our ticket offices at stations

Our staff will always provide impartial advice and sell you the most appropriate ticket for your journey. They will be able to provide you with information, assistance, tickets and reservations for train services across the National Rail network in line with the National Rail Conditions of Carriage.

Ticket office opening times are clearly displayed at our stations together with information about how to buy a ticket outside those hours. This information is also available on our website www.eastcoast.co.uk or from our Customer Relations team.

Our target is 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 station information posters. Please ensure that you arrive at the station in plenty of time to buy a ticket if you have not bought it in advance.

Our ticket offices accept cash, most credit/debit cards, and National Rail travel vouchers.

4.3 From self-Service ticket machines

All stations operated by East Coast have self-service ticket machines that can sell tickets to anywhere on the UK rail network. The machines accept most credit/debit cards, but not 'mint' cards and those of similar shape. Please make sure that when purchasing tickets from the machines you collect all the tickets required for the journey.

If you have a valid railcard, discounts are available when purchasing tickets from self-service ticket machines, but please note that you are unable to buy advance purchase tickets from self-service ticket machines.

4.4 Over the phone

Our Telephone Sales team will be happy to help you to purchase tickets over the phone for travel on our services and for journeys elsewhere on the National Rail network using a credit or debit card. You can either collect your ticket from any station or your ticket will be sent to you by 1st class post but please allow five working days from the date of ordering to the date of travel.

4.5 From another train operator or rail ticket retailer

You can also purchase tickets from other train operating companies or through rail-appointed travel agents.

4.6 On the train

You should always buy a ticket before you travel because if you get on a train without a valid ticket at a station where the ticket office is open, or where a self-service ticket machine that accepts cash is available and in working order, you will have to buy the anytime single fare for your journey. In these circumstances you will not be able to use a railcard, unless you have a Disabled Persons Railcard.

At stations where automatic or manual gatelines are in operation, you will need to purchase a ticket before you travel.

The only exception to this policy is if you are unable to buy a ticket because the ticket office is closed, or a self-service ticket machine that accepts cash is not available. In these circumstances, you can buy any ticket available on the day of travel, including railcard discounts if applicable, on the train from the Train Guard.

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

4.7 Ticket checking

It is the customer's responsibility to buy a ticket for the journey that is being made. You must keep your ticket with you for the duration of the journey and present it for checking when asked by our on-train and station staff or when using the automatic ticket barriers.

5. On our trains and at our stations

Our aim is to deliver consistently high quality services at our stations and on our trains. We will do our best to ensure that stations and trains are comfortable, clean and well maintained and have the facilities you need to ensure you have an enjoyable journey. We aim to ensure that you feel safe and secure at all times and that our services are reliable and punctual. We will ensure you have easy access to helpful and professional staff should you need information or assistance at any point on your journey.

We operate 12 stations along our route: Peterborough, Grantham, Newark North Gate, Retford, Doncaster, Wakefield Westgate, York, Darlington, Durham, Newcastle, Berwick-upon-Tweed and Dunbar.

We will provide clear and accessible information on stations and trains. Every station will display information showing the name of its manager, useful telephone contact numbers, ticket office 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, arrangements for purchasing tickets on the internet or on the telephone, directional information, timetables and information for customers with impaired mobility or other disabilities. We will also display information about how to contact us if you have a comment about our services or stations.

Signage will be clear and comprehensive and include directions to connections with other transport modes.

All our stations have electronic customer information displays that show train arrival information and other messages from our control centre in York. Help points are provided to connect you to our station staff if assistance is required.

All our trains have public address systems that our On-Board team are trained to be able to use. They will provide you with information during your journey, such as giving sufficient warning of arrival at stations so that you have time to prepare to alight, and about key rail connections. The staff on-board all our trains will be happy to provide advice and information specific to your journey as required.

Trains and stations will be clean and well-maintained with the facilities you need to have a pleasant journey. All stations will have daily inspections to ensure standards of cleanliness and general condition of public areas are maintained. This will include approach roads and car parks. Action will be taken wherever necessary to rectify any shortfalls.

5.1 Getting to and from our stations

Posters at station entrances will include information about other forms of transport such as buses and taxis from that station. You can find out how to get to or from our stations by various forms of transport by using www.transportdirect.info or www.traveline.org.uk. You can also telephone Traveline on 0871 200 2233.

PlusBus provides you with unlimited local bus travel around your origin or destination town. PlusBus is available for 23 towns and cities along the East Coast and over 240 towns across Britain. You can buy PlusBus with your train ticket for a discounted price. Visit www.plusbus.info for more details.

5.2 Smoking

By law, smoking is not permitted on any part of our stations or trains, including open platforms, toilets and immediately outside station entrances and exits.

5.3 Your security

All our stations have Secure Station Accreditation and are monitored by CCTV. Car parks will be regularly patrolled and enforcement carried out when necessary. We will continue to work with the British Transport Police, Network Rail and Local Authorities to maintain and improve upon this standard across the franchise.

5.4 Seat reservations

We aim to provide every customer with a seat for their journey. However to make sure you have a seat, especially during peak or busy periods, we recommend that you make a seat reservation.

Seat reservations are available on all East Coast train services irrespective of ticket type. We automatically include seat reservations in all Advance tickets and business ticket packages.

If you would like to make a reservation please do this when you purchase your ticket. Seat reservations can also be made when you buy online at www.eastcoast.co.uk. If you have particular requirements such as space for a wheelchair please contact our Assisted Travel team.

Please note, seats cannot be reserved for bookings made after 18:00 the day before travel. We advise you to keep your reservation confirmation and ticket with you at all times.

If you make a seat reservation on an East Coast train before 18:00 on the day before you travel and it is not provided, you may be eligible for compensation under our seat guarantee policy. Full details are provided in section 10.3 of this leaflet.

5.5 Cycles

We welcome cyclists who wish to access our services. All East Coast stations provide secure parking areas for cycles free of charge.

We carry cycles on all our trains, but because space is limited and there is a maximum number of bikes we can carry on each train you must reserve in advance. Reserved non-folding bicycles are carried in the Guards Van. Reservations are free of charge and must be made at least 24 hours in advance of travel. For more information and to make a reservation please visit our website www.eastcoast.co.uk or call our Telephone Sales team on 08457 225 225.

You do not need a reservation to carry a folding bicycle on our trains and they can 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.

5.6 Luggage

Passengers may carry up to two large items and one small item of luggage free of charge. Large items should not exceed 90x70x30cm and small items should not exceed 55x40x20cm in size. Items of luggage should not exceed 50 kilograms in weight. There is a charge for additional luggage or for any items exceeding the weight or size restrictions. Please do not attempt to carry items that you cannot lift or move without help.

East Coast does not employ dedicated luggage assistance staff. Where possible our On-Board and Station teams will assist you with boarding or alighting but we will always give priority to disabled customers. Our service is limited by the ability of our staff to lift the item(s) safely.

5.7 Catering on our trains

The majority of our trains have a buffet car and an at-seat trolley service. Our improved First Class catering offer includes complimentary refreshments relevant to the time of day such as a hot breakfast, an old fashioned afternoon tea or an evening meal on selected services. Information about the catering service available on each of our trains, including current menus and prices, can be found on our website, www.eastcoast.co.uk If any part of our advertised catering service is not available we will do our best to inform you before you join the train.

5.8 Wi-Fi

Wireless internet access is available on all East Coast trains in both Standard and First Class, in all East Coast First Class lounges and throughout York Station. For more details on Wi-Fi and how to access this service please see our website www.eastcoast.co.uk

Our Wi-Fi Support team is available to help if you experience any problems. You can contact them on 08451 25 44 55 or email wifi@eastcoast.co.uk

5.9 Lost property

If you lose something whilst travelling with us we will do our best to return it to you. Please report your loss at any of our stations or contact our Customer Relations team.

Any items of property found on-board a train or at a station will be handed in to the Station Management Centre at the nearest station and registered on a central database. After 24hrs the item will then be transferred to our central store at Newark North Gate, or in the case of London King's Cross, Leeds and Edinburgh, the Lost Property Office at these stations.

If your item is handed in, it can be collected from the relevant station or we can arrange to have it posted at your cost. A charge in line with rail industry guidelines may be levied for returning your property.

5.10 Customer Service on other National Rail operators' services

Our train services also call at stations that are not managed by us, including London King's Cross, Lincoln, Leeds, Edinburgh Waverley and Glasgow Central, which are managed by Network Rail. We commit to working with Network Rail and all other National Rail operators to provide a consistent, seamless and high quality journey experience across the transport network.

If you use services provided by other National Rail operators and you wish to have a copy of their Passenger's Charter, please ask at a station or contact our Customer Relations team at customers@eastcoast.co.uk

6. If you need extra help

We are committed to providing easy and convenient access to our service for all our customers.

We provide a dedicated Assisted Travel team whose role it is to provide advice to customers who may need additional assistance to access our services. They can help you with:

- Advice on the accessibility of our stations and facilities, as well as those on stations and trains services not operated by East Coast, so that you can plan your journey to suit your needs;
- Purchasing your travel tickets;
- Booking assistance at all stages of your journey including intermediate stations; and
- Making seat reservations, including booking a wheelchair space.

We publish a guide 'Making Rail Accessible: Helping older and disabled passengers' providing full details of the services that disabled customers can expect when travelling with us or using our stations. The full document is available on our website www.eastcoast.co.uk, from our stations, or by contacting our Customer Relations team at customers@eastcoast.co.uk. We can also provide this document in other formats, e.g. large print or braille, available on request from the Customer Relations team.

6.1 Booking assistance

Our staff are available to assist you on our stations and trains, but we recommend that you book assistance in advance so that we are able to respond to your individual needs as effectively and promptly as possible.

Assistance bookings, using the nationwide Assisted Passenger Reservation Service (APRS), can be made by our Assisted Travel team on 08457 225 225* (select option 3 then option 4), by using the Text Relay service on 18001 08457 225 225* or at one of our Ticket Offices. From the Summer of 2011, a new service will be introduced to replace APRS, Passenger Assist.

In order to book the service, we recommend a minimum of 24 hours notice, but if this is not possible, please still contact us and we will do our best to help.

Wheelchair spaces are available in Coach L in First Class and Coach F in Standard accommodation.

Useful information on station access can also be obtained from National Rail Enquiries on 08457 48 49 50 (textphone: 0845 60 50 600) or by looking on the website:

www.nationalrail.co.uk/passenger_services/disabled_passengers

There are discounted fares available for disabled customers. Please ask at our ticket offices or call the Assisted Travel team for information.

If you book assistance at an East Coast station using the Passenger Assist or APRS service, 24 hours in advance, and the assistance is not provided, we will provide you with compensation. Full details are provided in section 10.2 in his leaflet.

7. Service disruption

7.1 Planned engineering work

Sometimes we cannot operate our advertised timetable because the track and signalling on our route needs to be maintained or upgraded. In these circumstances we may have to amend train times, or substitute trains with coaches or buses.

We will always try to keep disruption to your journey to a minimum and give you as much notice as possible. Weekends and bank holidays are most likely to be affected by these changes.

A summary of alterations to services due to engineering work will be available 12 weeks in advance on our website www.eastcoast.co.uk and from National Rail Enquiries on 08457 48 49 50, or at www.nationalrail.co.uk. and 14 days in advance on our stations.

We will display posters explaining the alterations to services in detail in prominent positions at the stations where train services are affected as early as possible and not less than seven days in advance.

When coaches or buses replace trains we will always try to provide accessible low floor buses, but this may not always be possible. Please note we will not be able to carry bulky items such as bicycles on bus or coach services.

While a rail replacement bus service is in operation, posters will direct passengers to the appropriate area for the coach to complete their journey. Our staff will be fully informed of the arrangements and be on hand to direct passengers to the appropriate service.

7.2 Short notice engineering work

Sometimes Network Rail has to carry out engineering work at very short notice and we will be unable to give you very much warning. When this happens we will provide you with information as far in advance as we are able; information will be available from our station and train staff, from our Customer Relations team and from National Rail Enquiries, as well as displayed on our website www.eastcoast.co.uk and on posters at our stations.

7.3 Looking after you when services are delayed

Sometimes, despite our best efforts, there will be delays to your journey. When this happens we will always try our best to minimise the disruption to you. We will keep you informed about the delay on trains and stations. As soon as we know what is happening we will let you know. Our staff will provide information and assistance to help you find the best options to complete your journey with the minimum of delay and inconvenience.

If you have someone meeting or waiting for you, our staff will help you contact them to tell them that you are delayed. All our staff have access to telephones to facilitate communication.

We will ensure that you can access information before you travel to help you make the best decision about how to make your journey. We will provide information through our website www.eastcoast.co.uk, National Rail Enquiries www.nationalrail.co.uk, travel bulletins on local radio and television, and via messages at stations and on trains about how our trains are running and any delays they are experiencing.

You can access current train running information from:

- www.eastcoast.co.uk;
- National Rail website www.nationalrail.co.uk;
- Telephoning National Rail Enquiries on 08457 48 49 50;
- Texting National Rail Enquiries TrainTracker on 8 49 50; and
- Via text and email to those who subscribe to our Travel Alert service.

Unfortunately 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 an East Coast train is running late or is cancelled, we will help you re-plan your journey to keep the inconvenience to a minimum. 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
- Alternative transport will get you there quicker than waiting for the next train.

We will also arrange alternative transport if problems with an 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 an 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 at no additional charge:

- 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; or
- Arrange overnight accommodation and ensure that you can travel the next day.

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 East Coast train, or you are delayed by over 60 minutes at an East Coast station because of a problem with East Coast services, we will offer you refreshments with our compliments, while stocks last.

8. Measurement of performance and publication of results

We will measure our customer service performance and report the results to you, using our website and posters at our stations. We will use an independent external measurement such as the National Passenger Survey conducted twice yearly by Passenger Focus, to complement our extensive internal audit programme. If you are asked for your opinion of our services in one of our customer satisfaction surveys please find time to take part. The information helps us prioritise and deliver improvements across our business.

8.1 Punctuality and reliability

We will work with Network Rail and the Department for Transport to deliver a punctual and reliable train service taking a proactive approach to all issues that may impact on our ability to deliver our advertised timetable.

Punctuality is measured as a percentage of all East Coast trains that arrive at their final destination within ten minutes of the advertised time: this is known as the Public Performance Measure (PPM) and is a national rail industry standard.

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

At East Coast, we will publish our target PPM and the results every four weeks via our website www.eastcoast.co.uk and on station posters.

9. Refunds

9.1 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 a position to do so, give you an immediate full refund and you will not be charged an administration fee.

If you have purchased an Advance ticket and your train is cancelled or delayed by more than 60 minutes, special arrangements will be made to accommodate you on another train (although a seat cannot be guaranteed). If however as a result of the service disruption, you decide not to travel, a refund will be offered on completely unused tickets and you will not be charged an administration fee.

9.2 Because you decide not to travel for any other reason

Even if the train service is running normally, but you decide not to travel for your own reasons, you will be eligible for a refund in many cases subject to a £10 administration fee. Please note that in order to claim your refund you must return your unused ticket within 28 days. The exception is most Advance Tickets (i.e. where you must specify the date and time you will travel at the time of purchase) which are sold on a 'no refund' basis.

How to claim your refund:

- If your ticket was purchased from our website www.eastcoast.co.uk, irrespective of whether we sent it to you or you collected it from a station or self-service ticket machine, please follow the instructions online for claiming a refund or post your ticket with a covering letter to our Web Support team at:

East Coast Web Support
PO Box 6136
Wolverhampton WV1 9RL

Telephone: **08457 225 111***

- If you bought your ticket from a National Rail ticket office, or a self-service ticket machine at a National Rail station, they should be returned within 28 days to any National Rail ticket office;
- If you bought your ticket from East Coast on the telephone please post your ticket with a covering letter to our East Coast Refund Administration team at:

East Coast Refund Administration
PO Box 465
Plymouth PL1 9DD

- If your ticket was purchased from a high street National Rail-appointed travel agent, online or on the telephone from another train operating company, or from an independent ticket retailer (e.g. www.thetrainline.com or www.raileasy.co.uk), please contact the people who sold it to you.

If you no longer need your Season Ticket you should return it immediately to the ticket office where you bought it. A Season Ticket Refund will not be processed while you wait, but it will be posted to you as soon as possible. Alternatively, you can post your ticket to our Season Ticket Refund Team (see section 11 for contact 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. 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.

10. Compensation

Our compensation policies are outlined below. Please note that:

- We will pay compensation under only one scheme per journey. If you wish to claim compensation under more than one scheme (for example if you were delayed by over 30 minutes and the seat you reserved was not available) then the scheme giving you the highest level of compensation will take precedence; and
- You must make a claim within 28 days of your journey.

10.1 Delay Repay

If you are delayed during your journey with us we will provide you with compensation in line with our Delay Repay policy.

All ticket holders may apply for compensation using Delay Repay, irrespective of what caused the delay.

Delay Repay works as follows:

If you arrive at your destination station late as a result of delay to and/or cancellation of an East Coast service:

- 30 to 59 minutes delay - Compensation of at least 50% of the cost of your single ticket or at least 50% of the cost of the relevant portion* of your return ticket;
- 60 to 119 minutes delay - Compensation of at least 100% of the cost of your single ticket or at least 100% of the cost of the relevant portion* of your return ticket; and
- 120 minutes delay or longer - compensation of at least 100% of the cost of your single ticket or at least 100% of the cost of your 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.

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

Delay Repay claim forms are available from all our stations and from staffed stations where we call but are not the station operator. During major disruption to services we will make forms widely available at stations, and if you are travelling on an East Coast train that suffers a delay of over 30 minutes our staff will distribute these forms on board the train wherever possible. You can also download a form from our website www.eastcoast.co.uk Please send the completed forms along with your ticket as proof of your journey within 28 days of the date of the delay to our Customer Relations team (for contact details see Section 11). If you have a Weekly Season Ticket, please include your ticket with your completed form. If you have a monthly or annual Season Ticket please include a photocopy of your Season Ticket with your completed form.

Please note that it will help us to settle your claim quickly if your ticket has been stamped by the Train Guard.

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 assist with prompt processing of the claim.

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 affected Season Ticket holders over and above the arrangements outlined above in consultation with Passenger Focus and London TravelWatch.

25 *By relevant portion we mean the onward or return portion of a return ticket, depending on whether you were delayed on your outward or return journey.

We define 'peak', as trains scheduled to arrive 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.

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 merits and will never automatically rule out compensation.

10.2 Booked assistance

If you use the Assisted Passenger Reservation Service (APRS) or Passenger Assist, 24 hours in advance, to book assistance at an East Coast station and the assistance is not provided, we will give you compensation on the following basis:

- If your ticket is single, we will give you compensation of 100% of the value; and
- If your ticket is return, we will give you compensation of 50% of the value.

To make a claim, please contact our Customer Relations team (for contact details see Section 11) quoting the assistance reference number that you were given when you booked. This will help us trace what went wrong.

10.3 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 give you compensation on the following basis:

- If your ticket is single, we will give compensation of 100% of the value; and
- If your ticket is a return, we will give compensation of 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 www.eastcoast.co.uk
4. You then post the claim to us and we will provide compensation in the form of National Rail Travel vouchers.

Please note that compensation will normally be given only if an endorsed ticket or seat reservation coupon is provided.

11. How to contact us

There are a number of ways that you can contact us:

Customer Relations

Email: customers@eastcoast.co.uk
Post: East Coast Customer Relations
Freepost RSRJ-LJCX-GHST
Plymouth PL4 6AB
Telephone: **08457 225 333***

*Open Monday to Sunday 07.00-22.00
(excluding Christmas Day and Boxing Day)*

East Coast Assisted Travel

Email: assisted.travel@eastcoast.co.uk
Telephone: **08457 225 225***
(select option 3 then option 4)
Text Relay: **18001 08457 225 225***

Open Monday to Saturday 08:00-20:00; Sunday 10:00-20:00. Closed Christmas Day and Boxing Day.

General Enquiries/Telephone Sales Team

Telephone: **08457 225 225***

Open Monday to Saturday 08:00-20:00; Sunday 10:00-20:00. Closed Christmas Day and Boxing Day.

Group Travel

Telephone: **08457 225 225***

Fax: **08457 225 222**

Website Booking Support

Telephone: **08457 225 111***

For refunds of tickets purchased over the phone from our Telephone Sales team:

East Coast Refund Administration
PO Box 465
Plymouth PL1 9DD

For refunds of tickets purchased from our website:

East Coast Web Support
PO Box 6136
Wolverhampton WV1 9RL

For Season Ticket refunds:

Season Ticket Refund Team,
East Coast House,
25 Skeldergate,
York YO1 6DH

11.1 Comments and feedback

We want to hear your comments and suggestions so we can keep improving services and facilities. You can email our Customer Relations team directly with your feedback via customers@eastcoast.co.uk Alternatively you can use our freepost 'Comments and Compliments' forms. These are available online and from all our stations. Completed forms can be handed in at any East Coast station or posted to us.

We aim to respond to all written correspondence within 10 working days.

11.2 Complaints

Every time you voice dissatisfaction about any aspect of our business, our staff will take your comments or complaints seriously. When you make a complaint, we will investigate matters fully and give customers an explanation for the failure regardless of who was responsible, ourselves, our contractors or our suppliers.

If you wish to make a complaint please contact our Customer Relations team by email at customers@eastcoast.co.uk, letter or telephone. Full details of how you can make a complaint are provided on our website www.eastcoast.co.uk

We will handle all complaints in accordance with our Customer Complaints Handling Procedure. This document is available on our website or from our Customer Relations team on request. We aim to reply to all complaints in full 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 East Coast. Each month we review these and report on the key issues and trends to the East Coast board of directors.

If your complaint involves another train company we will pass your comments on and let you know what we have done. The other company will reply to you directly.

11.3 If you are not satisfied with our response

We will do our best 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 please let us know.

Alternatively, you can contact Passenger Focus or London TravelWatch, independent consumer watchdogs established by Parliament to protect and champion passengers' interests. They will consider your case and, where they believe it is appropriate, will follow things up with us on your behalf.

To contact Passenger Focus



Website: www.passengerfocus.org.uk
Telephone: 0300 123 2350
Email: info@passengerfocus.org.uk
Post: Passenger Focus,
FREEPOST (RRRE-ETTC-LEET),
PO BOX 4257,
Manchester M60 3AR
Fax: 0845 850 1392

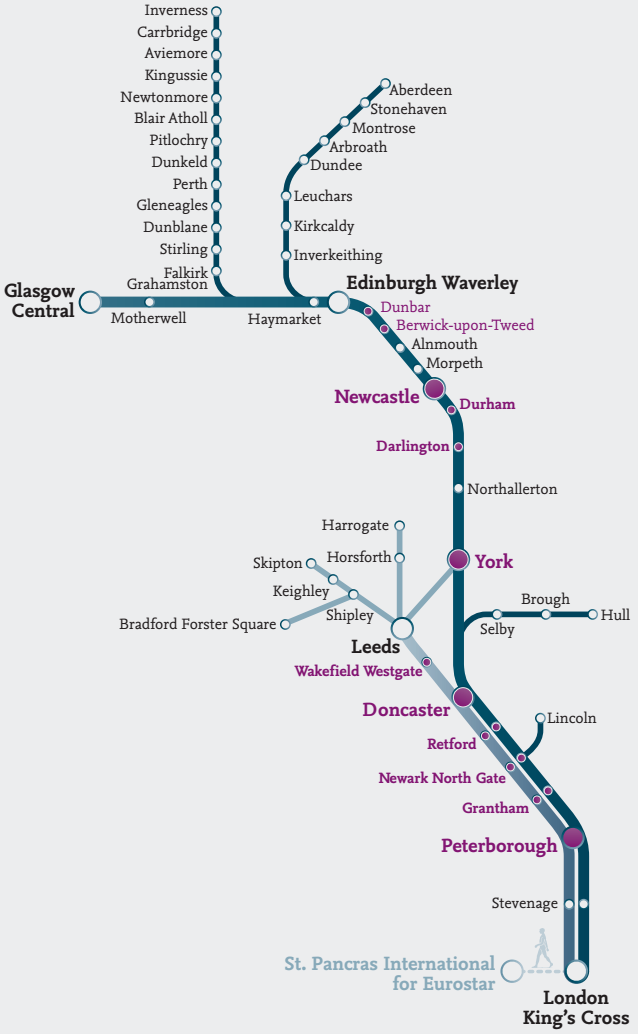
For issues that are wholly to do with London King's Cross or Stevenage stations or journeys between those stations please contact London TravelWatch:



Website: www.londontravelwatch.org.uk
Telephone: 020 7505 9000
Email: enquiries@londontravelwatch.org.uk
Post: London TravelWatch,
6 Middle Street,
London EC1A 7JA
Fax: 020 7505 9003

Copies of this Passenger's Charter are available from East Coast stations, from our Customer Relations team or via our website, www.eastcoast.co.uk/passengerscharter

It is also available in other formats such as large print and audio on request from the Customer Relations team.



England-Scotland services
Yorkshire services

Stations managed by East Coast