

Passenger's Charter

Wales and Borders
Rail Service



TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES



Welcome to our Passenger's Charter

Our Passenger's Charter is our commitment to providing a safe, high-quality rail service. This Charter complements your rights and responsibilities outlined in the National Rail Conditions of Travel. Find out more at nationalrail.co.uk/travel-information/your-rights-and-obligations-as-a-passenger/.

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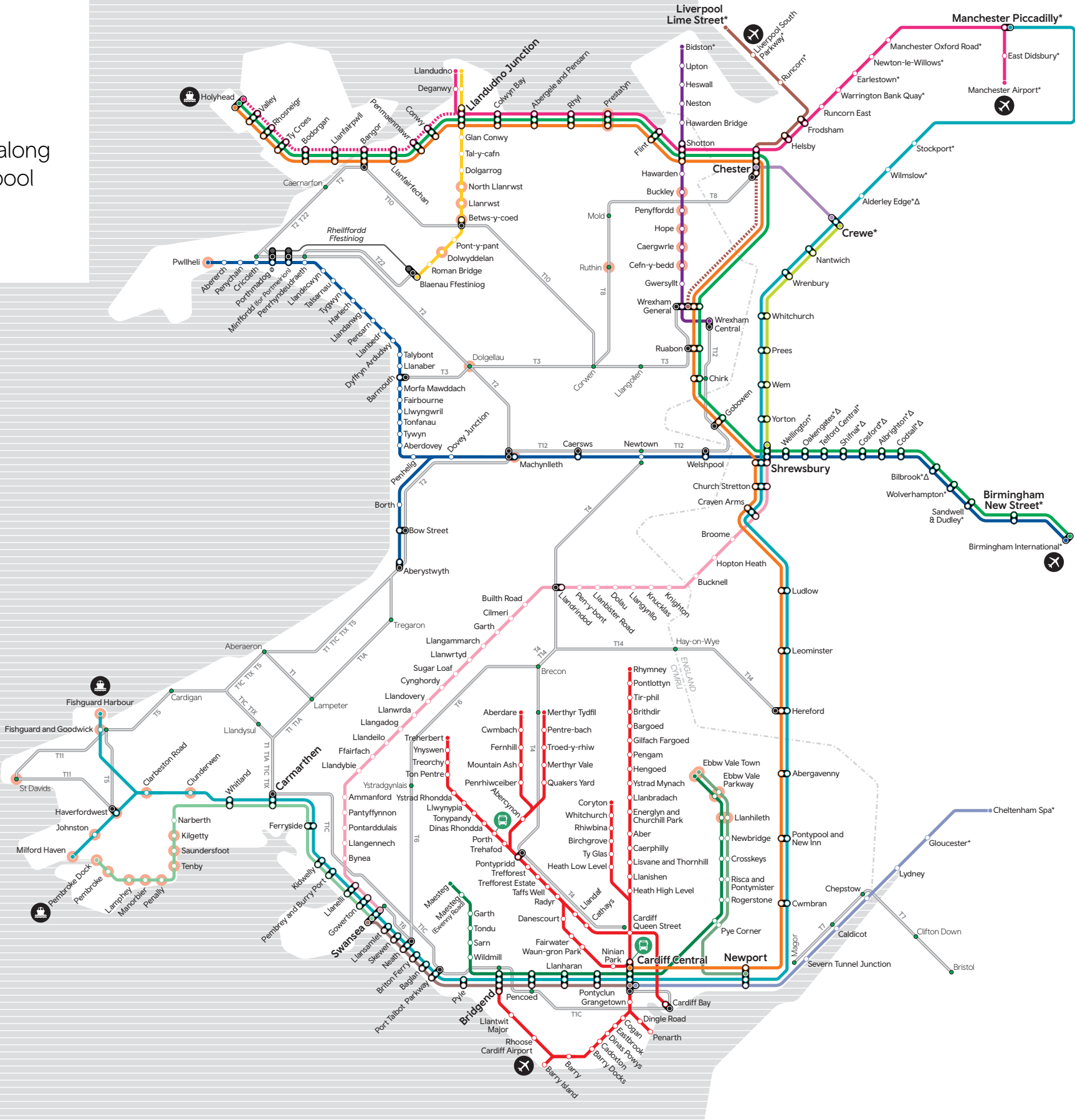


Our network

We're the main rail operator in Wales and also serve key towns and cities along the English borders. We connect Cardiff, Manchester, Birmingham, Liverpool and Chester with smaller towns and villages in rural and coastal areas.

- North Wales South Wales Service
- Marches Line
- Cambrian Line
- Heart of Wales Line
- North Wales Coast Line
- Conwy Valley Line
- Borderlands Line
- LLandudno to Manchester ◇
- West Wales Line
- Swanline
- Maesteg to Ebbw Vale
- Ebbw Vale to Newport
- Chester to Crewe
- Crewe to Shrewsbury
- South Wales Valleys
- Cardiff to Cheltenham Spa
- Chester to Liverpool ◇
- TrawsCymru Bus route
- TrawsCymru Rail-Bus interchange
- TrawsCymru Bus route serves town
- fflecsi connection
- TfW Managed Bus Interchange

* Stations marked with an asterisk are not operated by Transport for Wales.
△ Limited stops at this station.
◇ Dashed line denotes limited service.
⦿ Porthmadog rail station is only served by bus service T22.



Planning your journey

There are many ways you can plan your journey. We always advise customers to check before they travel.

Online

Plan and check your journey at tfw.wales, nationalrail.co.uk and third-party ticket retailers.

TfW App

Plan and check your journey, get live updates and alerts.
Download the app from the App Store or Google Play.

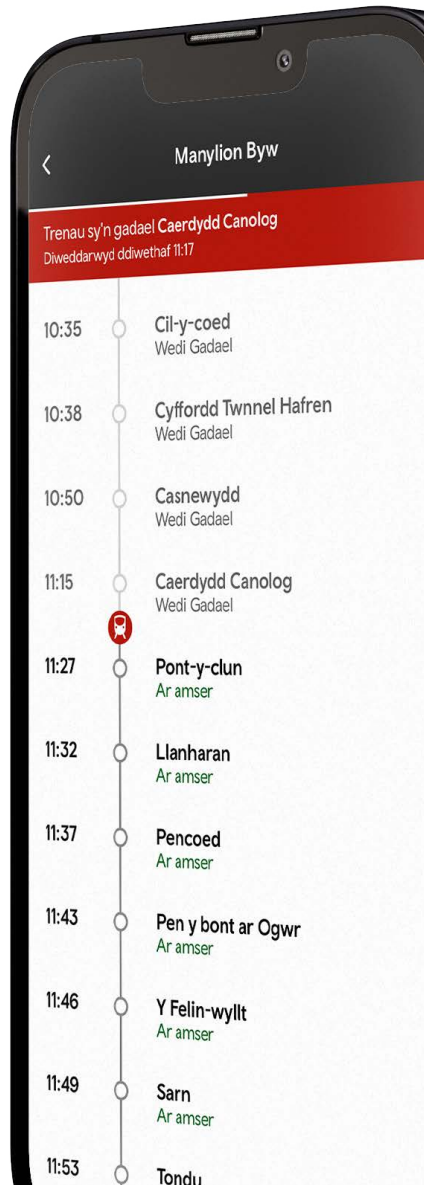


Social Media

- Message us on WhatsApp 07790 952 507
- Follow us on X @tfwrail

Over the phone

- Call our call centre 03333 211 202



At our stations

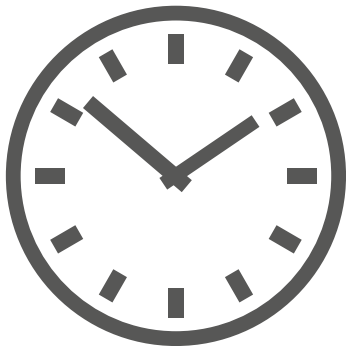
- Check customer information screens
- Ask colleagues in the ticket office and at the station

Timetables

Timetable information is displayed on posters and customer information screens at our stations.
You can download our route timetables at tfw.wales/timetables.
To request our timetable information in accessible formats (including large print), you can get in touch with our Customer Relations team. See page 24 for contact details.

Events

Major events can result in more people than usual using our services. We often put event queuing systems in place to keep our customers safe. Find out more at tfw.wales/events.



Buying your ticket

There are many ways you can buy your ticket.

TfW website

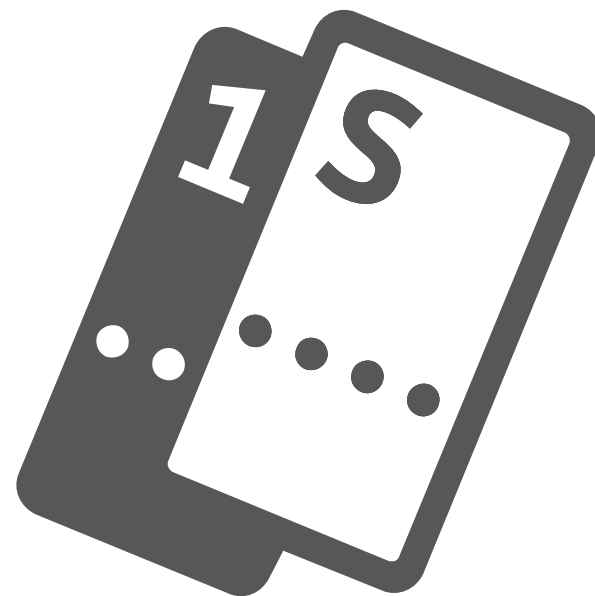
Buy your tickets on our website at tfw.wales and access it via:

- **mTickets** - tickets can be stored and used on your mobile phone via our app. You must activate the ticket prior to use.
- **eTickets** - tickets can be sent to you by email, stored and used on your mobile phone (Apple Wallet/Google Pay), stored on our app or printed at home.
- **Ticket machines** - tickets booked online can be collected after two hours of purchase from any self-service ticket machine.
- **Station ticket offices** - tickets booked online can be collected after two hours of purchase from any station ticket office (depending on opening hours).
- **First Class post** - please allow five working days for postal delivery.
- **Smartcard** - buy your Season tickets on our website and select 'Smartcard' as your delivery type. Load tickets on your TfW Smartcard by tapping on a station Smartcard reader or your smartphone. This is available on selected routes only.

Delivery options are subject to availability (for your journey) and will be displayed at checkout.

Some of our stations do not have ticket collection facilities, but alternative locations can be selected when buying your ticket.

If you're collecting your tickets from a ticket office or ticket machine, you'll need the credit or debit card you used to buy the tickets and your collection reference number.



TfW App

Single, Return, Multiflex (app only tickets) and Advance tickets are available to buy and store on our app with no booking fees.

Season tickets are also available to buy on our app and can be loaded onto a rail Smartcard (weekly, monthly and annual) or collected from a station (for a weekly paper ticket). This is available on selected routes only.

Find out more at tfw.wales/season-tickets.

Download the TfW app from the App Store or Google Play.



Ticket machine

Check which stations have ticket machines on our website at tfw.wales/stations.

If you're paying with cash but the ticket machine is card-only and there's not an open ticket office at the station, you can obtain a Promise 2 Pay and purchase your ticket from the conductor on board.

Ticket office

Check which stations have ticket offices and for ticket office opening times visit tfw.wales/stations.

Staff accept cash, credit and debit cards.

Over the phone

Call us on **03333 211 202** to buy tickets over the phone.

You can choose to collect your ticket from a self-service ticket machine or have them delivered by First Class post.

Third-party website

You can buy a ticket via selected third-party websites such as Trainline, and other online ticket retailers. A booking fee may apply.

Pay as you go

You can use pay as you go on selected routes in South Wales. Simply tap in and tap out using your physical contactless bank card, and we'll calculate your best value fare.

Find out more at tfw.wales/pay-as-you-go.

On the train

If there are no ticket purchasing facilities available at the station, you can purchase your ticket from the conductor on the train. Railcard discounts can be applied. Staff accept cash, debit and credit cards. If you cannot purchase a ticket on board, please buy your ticket as soon as possible at your destination.

Railcards

We offer a wide selection of discount railcards that can be used on our services. Find out more at tfw.wales/railcards.

Lowest available fare

TfW do not charge booking fees and always aim to offer you our lowest available fare for your journey. We'll provide up-to-date details on fares at the point of purchase to help you identify our cheapest price.

For information about all our different ticket types visit tfw.wales/ticket-types.

If you buy a ticket and then find a cheaper fare was available for the same journey, you'll be entitled to a refund for the value of the difference in cost.

Please let us know within 28 days of your journey. Contact our Customer Relations team, see page 24 for contact details.

Seat reservations

We currently do not offer seat reservations on our trains.

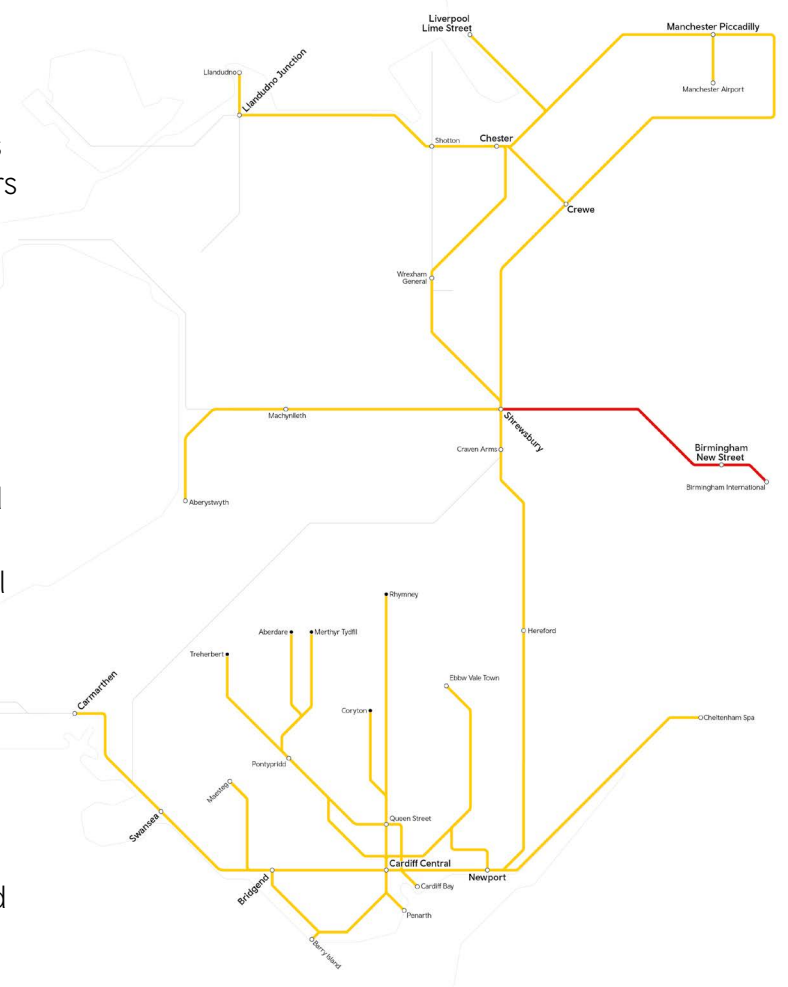
Buy before you board

We operate a 'buy before you board' policy in line with the National Rail Conditions of Travel and Railway Byelaws 2005. Our revenue protection inspectors regularly carry out ticket checks on our trains and at stations.

When starting your journey at a station with ticket buying facilities, it's your responsibility to buy, tap in (if using pay as you go) or activate a ticket valid for your journey before boarding the train. You must be able to show a valid railcard where applicable.

If you fail to do so without an exceptional reason, not only could you miss out on lower-priced and discounted fares, but you could also be liable for penalties or even prosecution, with fines of up to £1,000. Find out more at tfw.wales/revenue-protection.

If your journey is within a penalty fare zone on our network, you may be issued with a penalty fare. Find out more at tfw.wales/penalty-fares.



- TfW Penalty Fare Zone
- TfW services on this route fall under the same £100 Penalty Fare system as West Midlands Trains

Passenger assistance

We want to make it as easy as possible for you to travel with us, if you have accessibility needs, we're here to help. You can find out more at [tfw.accessible-travel-information](https://www.tfwrail.co.uk/accessible-travel-information).

Assisted Travel

You can request an assistance booking in advance - up to 2 hours before your journey is due to start. To make a booking or for more information about Passenger Assist:

-  Call our Assisted Travel team
033 300 50 501
-  RelayUK
18001 033 300 50 501
-  Visit
tfw.wales/booking-assistance-form

You can also "turn up and go" without booking assistance in advance. We'll provide assistance to get you to your destination.

Assistance Dogs

We welcome assistance dogs on our trains.

We offer the Assistance Dogs Travel Scheme to ensure you, and your dog can travel safely and comfortably.

Find out more at
tfw.wales/assistance-dogs.

Wheelchairs and mobility scooters

You can bring your wheelchair and mobility scooter on board our trains, provided they meet the size and weight requirements. These are:

- dimensions of up to 700mm x 1200mm (including footplates)
- a turning radius of 900mm
- a maximum combined weight (wheelchair and passenger) of 300kg.

All our trains have level boarding or ramps for wheelchairs and mobility scooter access.

You can check the accessibility of all our stations at
tfw.wales/station-accessibility.

British Sign Language (BSL)

We work with SignVideo to aid communication between our deaf BSL customers and frontline colleagues. The app provides immediate access to an online interpreting service for BSL users and can be used anywhere on our network.

Download the SignVideo app for free from the App Store or Google Play.



Find out more at
tfw.wales/bsl-interpretation-app.

Induction loops

Most of our staffed stations are fitted with induction loop systems for our customers who use hearing aids or are partially deaf.

You can check all stations' accessibility at
tfw.wales/station-accessibility.

Visually impaired

Information is available in large print, braille and audio format on request.

Contact our Assisted Travel team, see page 24 for contact details. Our lines are open every day (except Christmas Day and Boxing Day).

Blue Badge Parking

Our station car parks have designated spaces for Blue Badge holders.

Please remember to display your badge if you're parking in one of our accessible bays. You'll pay standard rates if parking charges apply.

Find out more at
tfw.wales/car-parking.

At our stations

We're committed to providing, safe, clean and welcoming environment at all our stations. You can find information about what facilities, services and staffing hours are available at each of our stations at tfw.wales/stations.

Ticket gates

Some of our stations have standard and wide ticket gates. We'll leave gates open, when unstaffed, to allow access. Please keep your ticket ready for inspection at the ticket gates. If you have a problem using the gates, please give your ticket to a member of staff and they'll let you through.

Lost property

If you've recently lost an item on one of our trains or at one of our stations, we'll do our very best to help reunite you with your belongings.

We've partnered with MissingX, to help make the process of getting your things back as easy as possible.

Find out more at tfw.wales/lost-property.

No smoking

Smoking (including e-cigarettes and vaping) is not permitted at any of our stations, or on our trains.



Getting to our stations

Walking, wheeling and cycling

Many of our stations are accessible by official cycle and walking routes and have safe and accessible bicycle parking.

You can check storage facilities at our stations at tfw.wales/stations.

By car

Car parking facilities are available at most of our stations.

You can check available parking spaces at tfw.wales/stations and parking charges at apcoa.co.uk.

By bus

Many of our stations are connected to local bus routes.

You can plan your multimodal journey and check local bus service information at traveline.cymru.

TrawsCymru

Some of our rail services connect to the TrawsCymru bus network. For journeys between South Wales and Aberystwyth you can book your train and bus journeys combined.

Find out more at traws.cymru.

fflecsi

fflecsi is a demand-responsive bus service we provide in partnership with local councils and bus operators.

Find out more at tfw.wales/fflecsi.

Airport connections

Our rail services connect to Cardiff, Birmingham, Liverpool and Manchester airports.

Please allow at least two hours plus check-in time from when the train arrives at the airport until the departure of your flight.

Ferry connections

Our trains connect to Holyhead, Pembroke Dock and Fishguard ports.

You can book your train and ferry journeys to the Republic of Ireland combined.

Find out more at tfw.wales/sailrail.



On board our trains

Seats

We currently do not offer seat reservations on our trains. We've partnered up with Seatfrog to offer First Class upgrades. Find out more at tfw.wales/seatfrog.

Free Wi-Fi

You can join a free Wi-Fi network on board most of our trains. Find out more at tfw.wales/free-wifi.

Food and drink

Our First Class dining service and food bar service are currently only available on our Premier Service between Cardiff and Holyhead and Cardiff and Manchester.

We provide a trolley service with a range of snacks, and hot and cold drinks on some of our other routes. All onboard food and drink services are subject to availability.

Find out more at tfw.wales/food-and-drink.

Bikes

You can bring your bike on board, but spaces may be limited. Please reserve a free cycle space in advance by getting in touch with our Customer Relations team, see page 24 for contact details.


If you haven't made a reservation, spaces are available on a first come, first served basis. Spaces may not be available during peak times.


Electrically assisted pedal cycles (e-cycles or e-bikes) are allowed on our trains under the same terms as push bikes.

E-scooters are not allowed on our trains under any circumstances.

Find out more at tfw.wales/bikes-on-board.

What you can take on board

 You can bring up to three items of luggage.

 Please fold your pram or buggy before boarding.

Find out more at tfw.wales/what-you-can-bring-on-board.



Safety and security

We're committed to keeping our customers and colleagues safe on the railway. Our trains and stations are patrolled by the British Transport Police and our security staff.

CCTV

Most of our trains, stations and car parks have CCTV in operation. Some of our staff also wear small body cameras to help keep safe. We may use footage as evidence in prosecutions.

Anti-social or suspicious behaviour

Anyone considered a threat to the safety of others or themselves, including those under the influence of alcohol or illegal substances, will be refused travel and may be prosecuted.

See it. Say it. Sorted.

To report any anti-social or suspicious behaviour, please text British Transport Police on **61016**.

In an emergency, please call **999**.



Delays and disruptions

We're working hard to provide a reliable service, but sometimes things do not go to plan. We'll make timely announcements about delays and cancellations at stations, on customer information screens and on our Journey Check page at journeycheck.com/tfwrail.

Happy to help

If you missed a connection because your train is delayed or cancelled, our staff can help you plan your onward journey.

After an hour's delay on board, we'll issue you complimentary non-alcoholic drinks, where refreshment facilities are provided and subject to stocks being available.

We'll do our best to get you to your destination. Sometimes we'll arrange rail replacement bus services, and, in some circumstances, we'll pay for a taxi or overnight accommodation.

We can also revalidate your ticket for travel on another day.

Find out more at tfw.wales/disruption-and-alterations.

Refunds

If you decide not to travel because your train was cancelled or delayed, or you simply changed your mind, you can apply for a refund depending on the type of ticket you have.

Advance tickets can't be refunded unless you decided not to travel because your train was cancelled or delayed. If you need to change the day or time that you're travelling, you can amend your ticket up to the departure of your first booked service.

Multiflex tickets are non-refundable.

We'll only be able to refund tickets bought from TfW, with some exceptions for First Class tickets. (If for any reason our First Class service for your journey was cancelled, you can claim a refund for the difference between the First Class and Standard Class fare.)

For any other tickets purchased from third-party retailers, please contact them directly.

You can claim a refund no more than 28 days after the expiry of your ticket.

Find out more at tfw.wales/refunds.

Delay Repay

If one of our trains is delayed or cancelled and you arrive at your destination station more than 15 minutes later than scheduled, you can claim compensation through 'Delay Repay'.

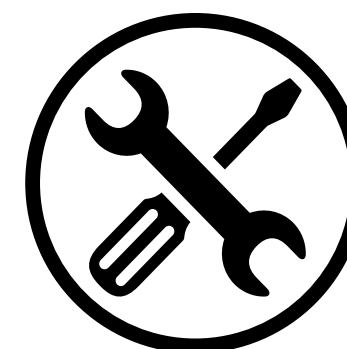
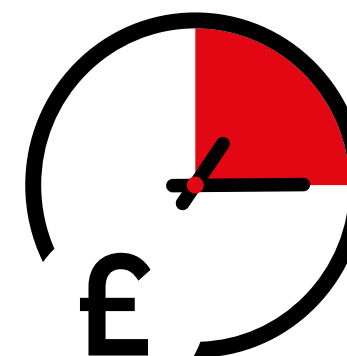
For more information and to claim, visit tfw.wales/delay-repay. Paper forms are available on request at our staffed stations.

Engineering works

We'll always do our best to keep any disruption caused by engineering works to a minimum.

Timetable changes due to engineering work including rail replacement bus services will be available through online journey planners 6 weeks ahead. We'll also communicate significant alterations to timetables at our stations 4 weeks in advance, however we advise customers to check before they travel for any unplanned disruptions on the day.

Find out more at tfw.wales/service-status/planned-improvement-works.



Our performance and customer views

As part of our commitment to improve our rail services and the overall experience for our customers travelling with us, we regularly track and monitor our customer feedback and a set of performance figures.

Customer feedback

We collect a wide source of customer insight including from the National Rail Passenger Survey results, the views from our Customer Panel and the analysis of customer feedback and complaints.

We use this information to help us to improve our services.

We also run an Accessibility Panel to gather feedback from disabled people. The panel is consulted on accessibility initiatives and invited to take part in trials, workshops and training.

Find out more at haveyoursay.tfw.wales

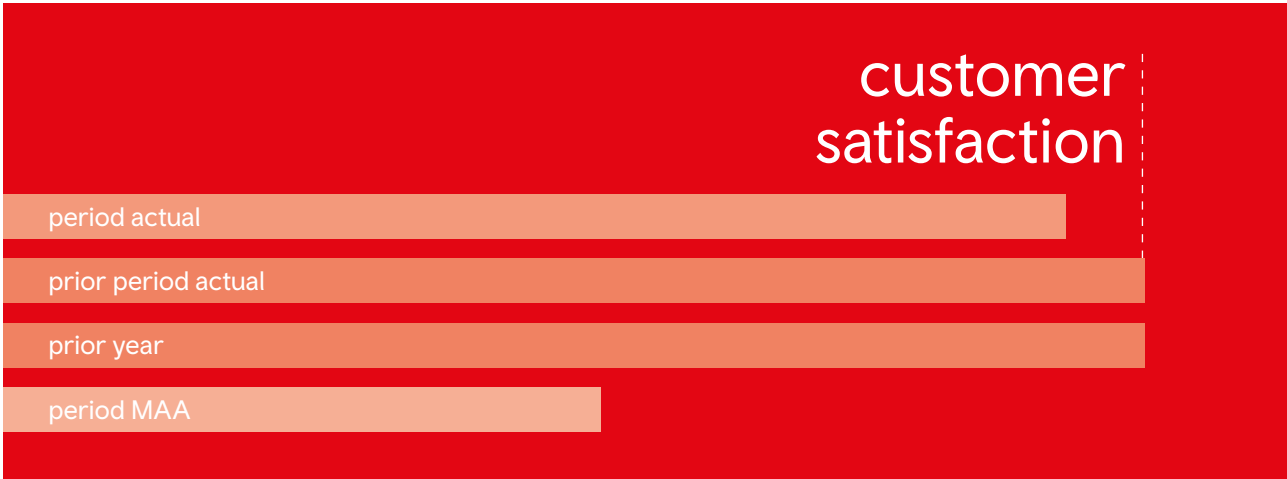
Performance figures

Our performance figures focus on measuring punctuality, reliability and capacity. Used to help us identify ways we can improve our rail service.

Find out how we’re performing at tfw.wales/performance.

We also publish a set of key performance indicators broken down into five key areas, (safety, customer, people, finance, and sustainability).

Find out more at tfw.wales/key-performance-indicators.



Welsh language policy

We’re committed to providing information and services for our customers in both Welsh and English, in line with the Welsh Language Standards and Welsh Language (Wales) Measure 2011.

This includes but is not limited to:

- Correspondence, such as responses to letters, emails, compensation claims and comments forms (excluding replies via third party sales channels).
- Telephone conversations with our Customer Relations team and reception areas.
- Service information and promotional materials.
- Passenger announcements at stations and on trains, including ad-hoc announcements, where possible.
- Our website and app.
- Our social media feeds and replies to Welsh messages and posts to [@tfwrail](https://twitter.com/tfwrail).
- Our staff will respond to spoken customer queries in Welsh where possible.

Find out more at tfw.wales/bilingual-policy.



Contact us

We can help with every stage of your journey and welcome your feedback. Find all the ways you can get in touch at tfw.wales/help-and-contact.


Online

Fill out the contact form at tfw.wales/contact-us.


For complaints, feedback and suggestions to help us improve our service fill out our online form at tfw.wales/feedback or pick up a paper form at one of our staffed stations.

Social media

 Message us on WhatsApp
07790 952 507

 Follow us on X **@tfwrail**
Mon to Fri: 0700 - 2000,
Sat: 0800 - 2000, Sun: 1100 - 2000

Over the phone

 Call our call centre **03333 211 202**
Mon to Sat: 0800 - 2000, Sun: 1100 - 2000
Calls to our number are charged at a local rate from a BT phone.

By post

 **FREEPOST**
TFWRAIL CUSTOMER RELATIONS

Chat to us in person

Our station colleagues and customer help point staff will be happy to answer any questions and provide information.

All our trains have a conductor on board who will be happy to help with any queries.

Getting back to you

When you get in touch on social media (X @tfwrail and WhatsApp), we aim to respond within 10 minutes (during opening hours). Find out more about our social media policy at tfw.wales/social-media-policy.

When you write to us by post, or via our webform, we'll send you an acknowledgement if email is provided. We aim to respond within 10 working days (excluding weekends and bank holidays). At very busy periods it may take up to 20 working days.

If you contact us by phone and we can't answer your query immediately, we aim to call you back within 3 working days.

Find out more about our complaints policy at tfw.wales/complaints-handling-procedure.

Rail Ombudsman


If you are not satisfied with the way we have answered your complaint you have the right to take your complaint to the Rail Ombudsman.


Transport for Wales is a member of the Alternative Dispute Resolution Ombudsman scheme, an impartial service who can assist when complaints remain unresolved. The Rail Ombudsman service is independent and free. They will independently review any unresolved complaints and make a final decision on the outcome.


The Ombudsman will investigate your complaint and make a decision based on the information given to them. If you agree with the Ombudsman's decision, we have to do what they say. This could be making an apology, explaining what went wrong, correcting the problem, or giving you a financial award. The Ombudsman's decision is binding on us, but not you as the customer.

Contact the Rail Ombudsman


 By post
FREEPOST RAIL OMBUDSMAN

 Call **0330 094 0362**
Mon to Fri: 0900 - 1700


 RelayUK **0330 094 0363**

 SMS / Text / WhatsApp
07427 580 060

 Email: info@railombudsman.org

 Visit:
www.railombudsman.org/contact-us/

 **@RailOmbudsman**

 British Sign Language service:
www.railombudsman.org/sign_language_interpreter/

Other train operating companies

Our trains call at stations that are managed by Network Rail and other train companies. Other train companies also call at our stations.

Train operating company	Stations served by TfW	
Avanti West Coast Website: avantiwestcoast.co.uk Phone: 0345 528 0253	<ul style="list-style-type: none"> • Birmingham International • Warrington Bank Quay • Stockport • Crewe 	
Great Western Railway Website: gwr.com Phone: 0345 700 0125	<ul style="list-style-type: none"> • Cheltenham • Gloucester 	
Merseyrail Website: merseyrail.org Phone: 0151 555 1111	<ul style="list-style-type: none"> • Bidston • Liverpool Parkway 	
Network Rail Website: networkrail.co.uk Phone: 0345 711 4141	<ul style="list-style-type: none"> • Birmingham New Street • Manchester Piccadilly • Liverpool Lime Street 	
Northern Website: northernrailway.co.uk Phone: 0800 200 6060	<ul style="list-style-type: none"> • Earlestown • Manchester Road • Oxford 	<ul style="list-style-type: none"> • Newton le Willows • Wilmslow
TransPennine Express Website: tpexpress.co.uk Phone: 0345 600 1671	<ul style="list-style-type: none"> • Manchester Airport 	
West Midlands Railway Website: westmidlandsrailway.co.uk Phone: 0333 311 0039	<ul style="list-style-type: none"> • Sandwell & Dudley • Telford Central • Codsall • Albrighton • Shifnal 	<ul style="list-style-type: none"> • Bilbrook • Cosford • Wellington • Wolverhampton • Oakengates