

Northern Customer Promise



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Welcome

Welcome to Northern, run by Arriva (the operator from 1st April 2016).

At Northern we are passionate about making sure that your journey with us is as good as it can be. Our Customer Promise replaces what was previously known as the Passenger's Charter. It sets out our promise to you for our service.

We review our Customer Promise every year in consultation with Transport Focus, the independent transport watchdog. You can download a copy of our Customer Promise from our website or pick up a copy at staffed stations which are served by our trains. Or, contact our Customer Experience Centre and they will send you one.

Our promise: getting in touch

You can contact us:

- through our website
www.northernrailway.co.uk
- by emailing enquiries@northernrailway.co.uk
- by phoning our Customer Experience Centre on 0800 200 6060
- on Twitter or Facebook: @northernassist
- through any member of staff at our stations
- or on the train, or
- by writing to us at
Freepost NORTHERN RAILWAY.

We will always record your comments and suggestions. Each month we will review them and report to our board on new trends and issues. We will also use your comments, issues and suggestions to improve our service.

If you ring our call centre number we will normally respond within 30 seconds. Our Customer Experience Centre is staffed 24 hours a day on days when trains are running and can help with complaints, assistance bookings (if you need help during your journey) and general enquiries.

Join in

This is your Northern - we want your ideas and for you to get involved with what we do. There are a number of ways you can do this.

- speak to our staff - many of our stations are staffed throughout the day and our team would love to hear from you.
- meet the manager - We will have regular 'meet the manager' events, where you can meet the local management team. We will advertise events beforehand at stations and on our website.
- join our 2500 volunteers who help make Northern a better place.

Our promise: buying your ticket

We will make it easier for you to buy the right ticket for your journey by:

- providing a website and App that are easy to use
- buying new portable ticket-issuing machines for staff
- introducing at least 5800 Payzone retail points by April 2018
- installing ticket machines at nearly every station by April 2021, and
- providing extra staff at stations from January 2018.

If you think you have got the wrong ticket, please ask any of our staff, who will be happy to check your ticket, or ring 0800 200 6060.

Getting help

Staff will be available at many stations (particularly busy ones). Where there are no staff there may be a help point, or you can call our Customer Experience Centre. There are also staff on trains who are there to help you.

National Rail Conditions of Travel

These conditions set out the legal agreement that you enter into with us when you buy a rail ticket. Where there are facilities available to buy a ticket you must have a ticket, or other authority to travel, which is valid for the train (or trains) you use.

If you would like to see the National Rail Conditions of Travel you can ask to see a copy at manned stations, or you can download the details from National Rail Enquiries at nationalrail.co.uk.

Travelling without a valid ticket

It is always best to buy your ticket before you board the train, if there is a ticket office or a machine to do so. If there is no ticket office or machine at the station, you can buy your ticket on the train at no extra cost.

If you travel without a valid ticket, we will take your details and charge the full-price fare to the station you are travelling to. If you often don't pay your fare, watch out – we may prosecute you.

Our full Revenue Protection Policy is available on our website at northernrailway.co.uk

Season tickets and carnets

If you make the same journey regularly, a season ticket could save you money.

- Annual season tickets give you 52 weeks' travel for the price of 40 weeks.
- Monthly season tickets are cheaper than four separate weekly season tickets and are valid for the full calendar month.
- Weekly season tickets are valid for seven days.

You can also buy season tickets for more than one month and less than 52 weeks. You can buy season tickets from ticket offices at stations or through our website. You will need a photocard to buy a season ticket.

From April 2017 you will be able to buy season tickets by direct debit (including monthly direct debit). We will introduce automated account-based payment, which will allow you to automatically renew and buy season tickets and carnets.

Carnets are new tickets which will be available on the app and website from April 2017 and are designed for when you make the same journey many times. Carnets offer up to 16% discount on the price of peak and off-peak day return tickets. This means you can buy a pack of 12 carnets for the price of 10! All you need to do is activate one of your tickets before you board the train. (Instructions on your ticket will tell you how to activate it.)

Season ticket refunds

If you no longer need your season ticket and want to apply for a refund, please either return it to the ticket office you bought it from or return it to our Customer Experience Centre. We'll post your refund to you as soon as we can but definitely within two weeks.

The amount of your refund will be based on the difference between the price you originally paid for the season ticket and the cost of buying a season ticket for the period up to the date that you returned the ticket to us. So you might find that you get a smaller refund than you were expecting or perhaps even nothing at all if your season ticket was soon going to run out.

Changing your season ticket when you move home or change job

If you move home or change your job, you may apply to exchange your season ticket for your new journey. Your replacement ticket will have the same expiry date. You can do this as long as the ticket was valid for more than a month and you have more than seven days left on the season ticket. You can apply at any of our ticket offices for this a few days before the date of the change. Any extra charge or refund will be based on the price when you bought the original season ticket. We do not charge an administration fee.

Lost, stolen, damaged or faulty season tickets

If you lose your season ticket or it is stolen, you will need to immediately report this to our Customer Experience Centre. If you think your season ticket was stolen, you should also report this to the police. If you can't get your ticket back and the original was for one month or longer, you can apply for a duplicate season ticket, although we may charge you a £10 administration fee for this.

Duplicate season tickets

If you lose or mislay your duplicate season ticket or it is stolen, we will issue further duplicate season tickets on the same basis as your first duplicate season ticket. However, we may ask you to attend a meeting with us to explain the circumstances in which your duplicate season ticket (or tickets) was lost. Train companies have agreed a Code of Practice for these meetings – you can find a copy of this on the National Rail website (nationalrail.co.uk/tickets) and train company websites.

We do not issue duplicates for weekly season tickets.

We will refund the cost of tickets you have to buy while waiting for your duplicate season ticket to arrive as long as you send them to us within 28 days of them being out of date. We will not charge you an administration fee for this.

Damaged or faulty season tickets

If your season ticket is damaged, cannot be read or won't work in the ticket gates, we will replace it free of charge at any of our ticket offices.

Forgotten your season ticket?

If you do not have your ticket and photocard with you when you travel you must buy a ticket for the journey. However, we will refund the ticket the first two times you forget - as long as you send us the ticket within 28 days of your journey. The second time, we will charge you an administration fee of £10.

Photocards for season tickets and railcards

You will need a photocard to buy a season ticket. To get your free photocard you will need to give us a recent, passport-sized photograph. Each photocard has a unique number, which will also be printed on your season ticket. Your season ticket is not valid without the photocard. If you lose your photocard or it is stolen, we can issue you with another one, but you will need another passport-sized photograph for this.

Our promise: giving you information

The best way to find out the most up-to-date information about our service is to download our app. There are also other ways you can find out what's happening. You can:

- ring the Customer Experience Centre
- take a look at our website
- sign up for Twitter or 'friend' us on Facebook, or
- ask our staff at stations or on trains.

Our timetable will be available online, through our app and at each of our staffed stations. It will also be displayed as a poster at every station. Whenever there is a timetable change, we will publish the new timetable at least four weeks before it starts.

Planned disruption

We are working with Network Rail, who own the track, to make massive improvements to the railway, including changing the track so that electric trains can run on it. This will mean there will be times when you might not be able to travel in the way you would usually. Often, this major work will be carried out at weekends, in the evenings and on bank holidays. We will let you know, with as much notice as we can, about any changes there may be to your service. We will put details of planned disruptions on our website and our app, and will also put up posters at affected stations. We will advertise major disruptions on station customer information screens (where provided).

We will always try to keep you on a train, perhaps on a diverted route, if possible but if we cannot run a train service, we will provide buses instead. By December 2017, we will be able to give you real-time information about how many minutes it will be until the bus arrives. We will do this on the app and on screens at stations.

Our promise: if you are delayed

We'll tell you what is happening

We try everything we can to prevent them, but sometimes delays or cancellations will happen. We promise that if you are delayed we will give you as much information as we can about what is happening.

We'll get you there

If you have a valid ticket and you are delayed, we will get you to the destination on your ticket (or a reasonable alternative station). We might not be able to do this by train, which is why we have contracts with bus companies and taxi firms. In the unlikely event that we cannot get you to your destination, we will provide overnight accommodation.

All our staff have phones – so you will be able to let your family or friends know where you are if you need to.

We'll compensate you fairly

If you are delayed for 30 or more minutes, whether we are at fault or not, we will compensate you for some or all of the cost of your ticket. This is called Delay Repay.

Delay Repay does not in any way limit or exclude your other legal rights to compensation as a consumer, where we are at fault under the Consumer Rights Act 2015 or otherwise.

You can claim Delay Repay if one of our trains is late or cancelled and as a result you get to your final station 30 or more minutes later than scheduled. Compensation will be paid in cash, or we can provide a free ticket across our network, to use when you choose, or we can provide National Rail Vouchers which you can use to buy any rail ticket. You can choose the method of payment you prefer on the Delay Repay form.

Delay of between 30 and 59 minutes:

Compensation of 50% of the cost of your single ticket or the relevant portion of your return ticket, or one single ticket to anywhere on the Northern network.

Delay of between 60 and 119 minutes:

Compensation of 100% of the cost of your single ticket or the relevant portion of your return ticket, or one return ticket to anywhere on the Northern network.

Delay of 120 minutes or more:

Compensation of 100% of the cost of your ticket (single or return), or two return tickets to anywhere on the Northern network.

Remember to keep hold of your ticket as evidence of your journey for your claim. If you get off at a station with automatic ticket gates, please just show your ticket to the staff.

If we have published an alternative timetable for the journey you made, we will compensate you based on that. An alternative timetable means a new timetable which we upload to industry systems before 10pm on the day before you travel.

The easiest way to make your claim is through our website (www.northernrailway.co.uk) where you can scan in your ticket or send us a photo of it. Or, you can send us your ticket and Delay Repay form by post or email and we will process it that way. Forms are available at staffed stations.

For Delay Repay claims, you will need to make your claim within 28 days of the affected journey.

Season tickets

Compensation for season tickets is on the same basis as above. However, the 'cost' of each journey is calculated as:

- the price of a weekly season ticket divided by 10
- the price of a monthly season ticket divided by 40, or
- the price of an annual season ticket divided by 464.

Your legal rights

The level of compensation described above sets out our general policy regarding compensation for season tickets but does not in any way limit or exclude your legal rights as a consumer, where we are at fault, under the Consumer Rights Act 2015 or otherwise.

Poor peak performance

If there is an ongoing period of poor performance at peak travel times (this is sometimes referred to as sustained poor peak performance), we will consider giving season ticket holders more compensation than that set out above. When we do this, we will consult Transport Focus.

Making it easier to claim

We will make it easy for you to claim. You can get forms at any of our stations or download them from our website (follow the 'Delay Repay Compensation' link from our home page). If one of our trains is delayed by 30 minutes or more, our on-board staff and station staff will hand out forms where they can to enable you to claim under our Delay Repay scheme. We will also make announcements on the delayed train and through the information screens as well as on our website, reminding you that you should claim Delay Repay.

If you have a weekly season ticket, please attach it to the form once it has expired. If your season ticket is for a month or longer, please photocopy it and attach that to the form instead.

If you've been delayed and you get off at a station with automatic ticket gates, please just show your ticket to the staff and hold on to it so you can make your claim.

Automatic Delay Repay compensation

From April 2017, if you buy an Advance ticket and your journey is delayed, we will automatically compensate you and you will not have to fill in a form. We can only do this if you have registered your details and bought your ticket through our website or app.

From December 2017, we will extend this to customers who buy season tickets through our website and register their details. If you are a season ticket holder, you will also need to give details of your outward and return journey. If those journeys are delayed by 30 minutes or more, we will automatically compensate you.

What if I have a season ticket from before 1 April 2016?

Delay Repay is different from the season ticket compensation you were used to before. However, we will still honour any discounts you were due because of poor performance before 1 April 2016 when you next renew your season ticket. Once you have renewed your ticket once with us, the previous discounts will no longer apply and you will be able to claim Delay Repay instead in line with our promise.

This is our general policy regarding compensation but does not in any way limit your legal rights as a consumer where we are at fault under the Consumer Rights Act 2015 or otherwise.

To make your rights very clear, Appendix 1 on page 23 reproduces in full the system which existed before 1 April 2016.

If you decide not to travel

If you decide not to use a ticket you have bought, you can apply for a refund within 28 days of the expiry date on the ticket. We usually charge a £10 administration fee, unless it was our fault that you decided not to travel.

If you chose not to travel because the train you intended to use was delayed or cancelled, or your reservation was not honoured or there was not room for your bicycle, you can return the ticket to us for a full refund (you will not have to pay an administration fee). This applies to all ticket types, including Advance, which are otherwise not refundable.

Our promise: making travel accessible

We are making travel as easy as we can for everyone. Our Disabled People's Protection Policy (DPPP) is available from our website or by calling the Customer Experience Centre.

If you have particular needs, we'll do what we can to meet them. The map at the back of this booklet shows all the stations which currently do not have steps. We provide a Passenger Assist service, which you will need to book 24 hours in advance. If you give us less than 24 hours' notice, we will do what we can to help you travel.

You can book Passenger Assist through the form on our website, by filling in a form at stations or by calling the Customer Experience Centre on 0800 138 5560. All of our trains carry wheelchair ramps and our staff are trained to use them.

We will consider appropriate compensation if you book assistance in advance for travel on Northern services and for Northern stations, and this assistance is not provided.

Blue Assist

If you have specific needs but you either cannot or don't want to have to talk about them, we have a scheme that can help you: Blue Assist.

Blue Assist is a charity which provides both wipe-off cards and an app to help you to easily communicate your needs to our staff without having to speak to them.

Taking your bicycle

We serve stations in some of the most beautiful countryside in the UK. We would like to welcome you and your bicycle to our services. You can take your bicycle free of charge on any of our services, but space is limited. Most trains have enough room for a maximum of two bicycles.

Bicycle spaces cannot be reserved and space is allocated on a first come, first served basis. We only allow one bicycle per person.

Trains cannot carry motorised cycles, tandems, tricycles or trailers. Cycle racks are available at many of our stations. We will be publishing a document similar to this one by April 2017 called our 'Cycling Promise' which will set out exactly how we help you to bring your bicycle on a Northern train.

Lost property

If you lose something on-board or at one of our stations, we will do our best to return it to you. Please let a member of staff or our Customer Experience Centre know as soon as possible. We will:

- try to contact the owner if they can be identified
- give a receipt to the person who handed the item in, if they ask for it, or
- keep the item for three months, unless it is perishable (for example, food).

Our promise: on the train

Keeping you safe

We will be introducing more Travel Safety Officers on our routes. They will be on-board trains and will particularly target late-night services.

Some of our services already have CCTV on-board and we will be adding to these (all of our services will have CCTV by December 2019).

Welcome to WiFi

Some of our services already have WiFi on-board and we will be adding to these (all of our services will have WiFi by December 2019).

Our WiFi is provided by a third party supplier and is subject to availability. Unfortunately we cannot guarantee that it will operate effectively at all times on all routes.

Our promise: making it better

Cleaning

We have a programme of cleaning at our stations and on our trains. All of our stations and trains will be cleaned regularly – many every day. We will measure our standards and report to the Department for Transport and Rail North. We will also publish our progress twice a year in our Customer Report and make the statistics available on our website.

Smoking

Smoking is not allowed in any part of any station or train, including open platforms, toilets and immediately outside station entrances and exits. This includes e-cigarettes.

Our promise: if you have a complaint

We really hope you will not have any reason to complain when you are travelling with us. However, if you do, please speak to someone on the train or the station and they will try to sort out the problem right there.

If you would rather, you can ring our Customer Experience Centre on 0800 200 6060.

Our full complaints handling procedure is available on the website, from staffed stations or from the Customer Experience Centre.

We report on our complaints statistics in our Customer Report which is published twice a year. You can also always find out how we are doing using our customer portal, which will be available on our website by December 2016.

We will acknowledge all comments and feedback within one working day and provide a full answer within 20 days. If your complaint is complicated and we are not able to provide a full answer within this time, we will let you know when we expect to be able to update you.

We take your comments seriously, so when you make a comment or a complaint we will investigate it thoroughly and give you an explanation, regardless of whether we, our contractors, our suppliers or even another train operator was responsible.

We will always do our best to respond to your concerns in a fair and reasonable way. If you are not happy with our response, please let us know. You can contact Transport Focus (details below) who may be able to take the matter up with us. Transport Focus is an independent consumer watchdog, set up to protect and promote passengers' interests.

Transport Focus
www.transportfocus.org.uk

Email: advice@transportfocus.org.uk

Phone: 0300 123 2350

Twitter: @TransportFocus

Freepost RTEH-XAGE-BYKZ
PO Box 5594
Southend On Sea
SS1 9PZ

Appendix 1:

Your rights under the former Passenger's Charter

To make your rights very clear, this Appendix reproduces, in full, the system which existed before 1st April 2016. If you bought your season ticket before 1st April 2016, these are the conditions for compensation for delays that apply until your season ticket is renewed.

The Northern network is divided into Service Groups. These are outlined in Table 1.

If, for your Service Group, Northern's average punctuality or reliability falls below the percentage shown in the columns identified as 'Penalty/Trigger %' in Table 1, in respect of the preceding 12 months, holders of season tickets valid for longer than one month will receive a 5% discount on renewal within four weeks for a similar journey and period.

If both punctuality and reliability performance fail to meet these thresholds in respect of the preceding 12 months, season ticket holders will be given a 10% discount on renewal.

These discounts will be paid for the relevant Service Group to holders of PTE multi-modal tickets as detailed in Table 2, and those rail-only tickets issued by all PTEs. Where two or more Service Groups are covered by such PTE-issued tickets, only one 5% discount in respect of punctuality and one 5% discount in respect of reliability (or the one combined 10% discount for both punctuality and reliability) will apply for any period to which discounts apply.

Season ticket holders not renewing their tickets may request the discount in the form of National Rail travel vouchers.

Table 1

Service Group	Service		Reliability target %	Reliability Penalty / Trigger %	Punctuality Target %	Punctuality Penalty / Trigger %
Tyne Tees and Wear	<p>Short distance</p> <ul style="list-style-type: none"> • Newcastle - Hexham • Newcastle - Chathill • Newcastle - Metrocentre • Bishop Auckland - Darlington - Saltburn/Hartlepool <p>Long distance</p> <ul style="list-style-type: none"> • Newcastle - Saltburn via Durham • Hexham - Newcastle - Middlesbrough via Sunderland • Newcastle - Carlisle • Middlesbrough - Whitby 		99	98	91	88
Lancashire and Cumbria Local	<p>Short distance</p> <ul style="list-style-type: none"> • Blackpool North - Carlisle (Dalesrail) • Colne/Blackburn - Preston - Blackpool North/South • Preston - Ormskirk • Preston/Lancaster - Morecambe/Heysham • Preston/Lancaster - Barrow • Barrow - Millom - Whitehaven - Carlisle <p>Long distance</p> <ul style="list-style-type: none"> • Liverpool - Wigan North Western - Preston - Blackpool North • Manchester Piccadilly/Victoria - Bolton/Atherton - Blackpool North 		99	98	91	88
West and North Yorks Inter-urban	<p>Short distance</p> <ul style="list-style-type: none"> • Leeds - Harrogate/Knaresborough • Leeds - Harrogate - York • Leeds - Selby • Leeds - York • Leeds - Halifax/Hebden Bridge/ Huddersfield via Bradford Interchange <p>Long distance</p> <ul style="list-style-type: none"> • Leeds - Carlisle • Leeds - Blackpool North • Leeds - Manchester Victoria • Leeds - Morecambe 		99	98	91	88

Service Group	Service		Reliability target %	Reliability Penalty / Trigger %	Punctuality Target %	Punctuality Penalty / Trigger %
West and North Yorks Local	Short distance <ul style="list-style-type: none"> Leeds - Moorthorpe - Sheffield Leeds - Shipley - Bradford Forster Square Leeds - Ilkley Bradford Forster Square - Skipton Bradford Forster Square - Ilkley Wakefield - Knottingley Leeds - Doncaster Leeds - Knottingley - Goole Leeds - Skipton Leeds - Huddersfield/Marsden/Hebden Bridge via Dewsbury 		99	98	91	88

Service Group	Service		Reliability target %	Reliability Penalty / Trigger %	Punctuality Target %	Punctuality Penalty / Trigger %
South and East Yorks Inter-urban	Short distance <ul style="list-style-type: none"> York - Selby/Hull Sheffield - Doncaster/Adwick/Scunthorpe via Rotherham Central Sheffield - Hull Doncaster - Thorne North/Goole Doncaster - Scunthorpe Hull - Bridlington - Scarborough 		99	98	91	88

Service Group	Service		Reliability target %	Reliability Penalty / Trigger %	Punctuality Target %	Punctuality Penalty / Trigger %
South and East Yorks Local	Short distance <ul style="list-style-type: none"> Cleethorpes - Barton-on-Humber Huddersfield - Sheffield Leeds - Barnsley - Sheffield (all stops) Long distance <ul style="list-style-type: none"> Leeds - Barnsley - Sheffield (fast trains) Sheffield - Pontefract - York Sheffield - Lincoln/Cleethorpes Leeds - Nottingham 		99	98	91	88

Service Group	Service		Reliability target %	Reliability Penalty / Trigger %	Punctuality Target %	Punctuality Penalty / Trigger %
North Manchester	Short distance <ul style="list-style-type: none"> • Manchester Victoria - Huddersfield • Manchester Piccadilly/ Manchester Victoria - Bolton/ Wigan Wallgate • Manchester Piccadilly/ Manchester Victoria - Bolton - Wigan Wallgate - Southport • Manchester Victoria - Atherton - Wigan Wallgate/Southport • Rochdale - Wigan Wallgate - Kirkby • Manchester Victoria - Rochdale - Todmorden • Manchester Oxford Road/ Manchester Victoria/Bolton/ Blackburn - Clitheroe • Clitheroe - Morecambe (via Blackburn and Preston) • Liverpool - Manchester Victoria - Rochdale 		99	98	91	88

Service Group	Service		Reliability target %	Reliability Penalty / Trigger %	Punctuality Target %	Punctuality Penalty / Trigger %
Merseyrail City Lines	Short distance <ul style="list-style-type: none"> • Manchester Piccadilly/Oxford Road - Irlam - Glazebrook - Warrington Central • Manchester Airport - Liverpool Lime Street (via Earlestown or Warrington Central) • Liverpool Lime Street - Warrington Bank Quay/ Ellesmere Port • Ellesmere Port/Helsby - Warrington • Liverpool Lime Street - Wigan North Western (via St Helens or Earlestown) • Liverpool Lime Street - Earlestown - Newton-le-Willows - Manchester Victoria/Oxford Road • Liverpool Lime Street - Warrington Central 		99	98	91	88


Service Group	Service		Reliability target %	Reliability Penalty / Trigger %	Punctuality Target %	Punctuality Penalty / Trigger %
South Manchester	Short distance <ul style="list-style-type: none"> • Manchester Piccadilly - Marple/Rose Hill (via Reddish North or Guide Bridge) • Manchester Oxford Road/ Piccadilly - New Mills Central/ Stockport - Chinley/Sheffield • Manchester Piccadilly - Hazel Grove • Manchester Piccadilly - Buxton • Manchester Piccadilly - Altrincham - Northwich - Chester • Manchester Piccadilly - Glossop - Hadfield • Manchester Oxford Road/ Piccadilly - Macclesfield - Stoke-on-Trent • Manchester Piccadilly - Manchester Airport • Manchester Piccadilly - Crewe 		99	98	91	88


Table 2


Passenger Transport Executive		Ticket Type	Notes
Transport for Greater Manchester Passenger Transport Executive		County Card Train Card	(Greater Manchester Travel Ltd. Season tickets)
Merseyside Passenger Transport Executive - Merseytravel		TRIO, TRIO Plus	
West Yorkshire Passenger Transport Executive		MetroCard	
Tyne and Wear Passenger Transport Executive - Nexus		Network Travel	
South Yorkshire Passenger Transport Executive		Travelmaster	



Our step-free map

 This station has step-free access to all areas.

 This station has level access to some parts of the station but steps to others.

 This station has steps. People who have mobility problems may experience some difficulty.

For a larger version of this map, please visit northernrailway.co.uk

