

Appendix C: Code of Practice: Arrangements for interview meetings with applicants in connection with duplicate season tickets

This appendix sets out the arrangements agreed by Train Companies and Licenced Retailers for the conduct of interview meetings relating to applications for duplicate season tickets or refunds on duplicate season tickets.

This Code of Practice supports the provisions contained within the National Rail Conditions of Travel. The terms 'Train Company' and 'Licenced Retailer' have the same meaning in this Code of Practice as in the National Rail Conditions of Travel. These arrangements apply to all monthly and longer season tickets purchased from a Train Company or Licenced Retailer, referred to below as the '**Ticket Seller**'.

1. Requirements of the interview meeting process

- Where a further duplicate is requested in respect of a season ticket valid for a month or longer for which a duplicate has already been issued, the **Ticket Seller** may require the applicant to attend a short interview meeting. The **Ticket Seller** may also request an interview where a refund is required on a duplicate season ticket.
- The purpose of the interview meeting is to validate the claim of any passenger applying for a second or further duplicate season ticket, within one calendar year of a previous application.
- The interview meeting will be used to confirm the circumstances of the claim and validate any supporting evidence (for example, in case of theft, a crime reference number).

2. Process for arranging an interview meeting

- The duplicate season ticket application must be made to the **Ticket Seller** who originally sold the lost season ticket.
- Where an interview meeting may be required, the passenger will be informed at the time of application.
- The interview meeting will take place at a time and place agreed between the **Ticket Seller** and the applicant and will, subject to the applicant's availability, be held within one week of the duplicate season ticket request being made.

3. Conduct of the interview meeting

The interview meeting will take no more than 15 minutes in normal circumstances and will require the applicant to confirm the circumstances of the loss. Where this is the result of a theft, a crime reference number will be requested.

4. After the interview meeting

Within one working day of the interview meeting, the **Ticket Seller** will proceed with the application unless it has grounds to believe that the claim is not valid.

In such cases the applicant will be informed of the decision within one working day and receive a written response within one week of the decision. If the decision is subject to the provision of further evidence or any other action, the applicant will be informed of this, stating as appropriate what further action is required.

The **Ticket Seller** will accept refund applications for train tickets that were purchased for the same journey whilst awaiting the issue of the duplicate season ticket. These will be refunded without any additional administration charge.

INFORMATION: The Rail Delivery Group (RDG) produces Approved Codes of Practise for the information of the licensed train operators providing passenger rail services in Great Britain. RDG is not a regulatory body and compliance with Approved Codes of Practise is not mandatory.

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