



Passenger's Charter

September 2019

se

Contents

1	19
Introduction	Refunds
2	23
Planning your journey	Keeping you updated on our performance
5	25
Buying your ticket	We welcome your feedback
9	28
During your journey	National Rail Conditions of Travel
17	
Delays	

Introduction

Southeastern provides rail services in South East London, Kent and East Sussex. We operate one of the busiest and most complex networks in the country, including the UK's only domestic high speed service. Every week we take 1.75 million passengers to where they need to go, by operating 12,500 services across the region.

Customer satisfaction is one of our top priorities. We are committed to providing a safe, reliable, and welcoming service on every one of those journeys and it is our mission to provide the best ever passenger experience.

We're continuing to invest in improving our services, including providing better information to passengers, improving the interior and cleanliness of trains, refreshing the look of stations and providing extra employees to deliver face-to-face customer service.

This Passenger's Charter explains:

- How to find out about our services
- How to buy tickets
- What to expect when travelling with us
- What happens if you are delayed including how you can claim compensation
- How we'll tell you about our performance; and
- How you can contact us with your feedback, suggestions or concerns.

Planning your journey

How to find out about our train times, fares and services

We want to make sure that you always have the best information for your journey.

The National Rail Enquiries website, nationalrail.co.uk is the official information site for all rail services in Great Britain. Here you can plan your journey, check train times, look up fares, find out about station facilities and check how trains are running on Southeastern or for any other UK rail company.

Alternatively call them on 0345 748 4950
(24 hours a day, seven days a week) or
Textphone: 0345 605 0600
(for passengers with hearing impairments).

The Southeastern website, southeasternrailway.co.uk is the place to find detailed and up to date information about travelling with Southeastern, including our latest travel offers.

Alternatively please contact our Customer Services team who will be happy to help 0345 322 7021 (calls are charged at local rate and may be recorded) or with a Textphone on 0800 783 4548.

Our Southeastern On Track app is free to download for iOS and Android from Google Play and the App store. It provides personalised, real time information and super-fast journey planning for all UK train routes. It allows you to quickly see your common journeys, platform changes and live departure information. You can also buy train and car park tickets and see Tube updates.

At your local station

Our stations hold a range of leaflets and information for you to take away to help you plan at your leisure. Where our stations are staffed, our station teams will be happy to help you, whether to plan your journey, direct you to where you need to go, help you read timetables or advise on any service disruption.

Timetables

It is our aim to provide the best timetable, delivering the optimum combination of fast, direct and stopping services in order to benefit the greatest number of passengers across the network.

There are posters at all stations showing the train times of the services that call there. Pocket timetables containing details of the train services, bus links and connections with other train operating companies for that station are available to download from our website or from all the staffed stations we serve, free of charge. From our website or from nationalrail.co.uk, you can create your own customised timetable based around your origin and destination, time requirements and the days of the week that you want to travel, and then download it as a PDF document for printing or for storing on your computer or smartphone.

When we introduce a new timetable, we will always consult on any proposed changes. Once agreed we aim to have the 'pocket' versions available at stations at least four weeks before the new timetable starts. To avoid confusion with the current timetable these new 'pocket' versions may not be on display, but are available on request.

Planning the next step of your journey

Posters at station entrances include information about onward travel from that station including buses and local taxis.

Transport for London's website, is the place to find out about travelling by public transport in London on Tubes, Buses, Docklands Light Railway, River Boat and London Overground services. Go to TfL.gov.uk or you can call them on 0343 222 1234.

Information about other public transport anywhere in Great Britain, including underground, bus, coach, tram or ferry services is available from Traveline at traveline.org.uk or call them on 0871 200 22 33. They are open 07:00 to 21:00 for the Greater London area and 07:00 to 22:00 elsewhere. (Call costs are 12p per minute.)

Buying your ticket

PlusBus provides you with unlimited local bus travel in over 240 towns across Britain. You can buy PlusBus with your train ticket for a discounted price. Visit www.plusbus.info for more details.

Planned engineering work

Sometimes we need to change our advertised timetable or substitute trains with road transport to accommodate maintenance or upgrade work on the track and signalling on our route. In particular, the implementation of the Thameslink Programme will continue to impact Southeastern services until completion in 2018.

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. A summary of any alterations to our scheduled services will be available 12 weeks in advance on our website and on National Rail Enquiries, and at least four weeks in advance on posters at the stations affected. We'll provide detailed information about any alternative train or replacement bus services on the posters at stations at least five days in advance.

When buses replace trains we will always try to provide accessible low floor buses or an accessible taxi if required. Please note we will not be able to carry bulky items such as bicycles on bus services.

Sometimes it becomes necessary to put in place an emergency timetable and we will be unable to give you very much warning. We will always try to give you as much notice as possible through National Rail Enquiries, southeasternrailway.co.uk, local radio, on-station information, via our email alerts, smartphone apps, and Twitter as well as from our Customer Services team.

On the internet

You can buy a wide range of tickets, from our website southeasternrailway.co.uk. Tickets can be collected from selected self-service ticket machines at stations using the payment card used to purchase the ticket and your booking reference, or sent to you by first class post or special delivery. Please allow five working days for delivery of any tickets requested by post. Because new products and offers are introduced all the time please visit our website or ask at the station ticket office for the latest information.

On the Southeastern On Track app

As well as planning your journey, you can buy tickets to UK destinations using our free Southeastern On Track app available at the App store or Google play.

Self-service ticket machines

Self-service ticket machines are available at most of our stations. These offer a quick and easy way of buying or collecting a wide range of tickets. Tickets can be purchased with a credit card, debit card or cash. (Please note that some newer machines are card-only.) We have installed a further 66 ticket machines between 2015 and 2017.

At the station

Each staffed station displays a poster showing the opening hours of the ticket office and other useful information. All Southeastern ticket offices offer the range of National Rail tickets relevant from that station. We'll always sell you the ticket that most suits your needs, regardless of whether or not you're travelling on our trains.

The Key

Southeastern's smart card, 'The Key' is available across our network.

The Key makes ticket purchasing easier, it's more durable than a paper ticket and is more reliable through automatic ticket barriers.

For more information about The Key, including routes it is valid and where you can collect/purchase tickets please visit our website southeasternrailway.co.uk/thekey.

Oyster PAYG

You can pay for your journey on Southeastern using Oyster Pay As You Go within the Oyster PAYG Area and you can use it on high speed services between St Pancras International and Stratford International. You can top up PAYG value at our self-service ticket machines or other PAYG outlets. As long as you have enough PAYG value on your Oyster Card then you simply touch in at the beginning of the journey and touch out at the end of the journey and you will be charged the correct fare.

For queries about Oyster please check tfl.gov.uk or call 0343 222 1234.

Contactless payment cards

You can also pay for your journey on Southeastern using a contactless payment card, anywhere that Oyster is also accepted.

However you purchase your ticket, please remember that some tickets have restrictions on the days or times you can travel. Please check you are aware of these before you travel.

Queuing times

Please allow sufficient time to buy your ticket. If you wish to renew a Season Ticket or make a reservation on another train operator's services it may be better to avoid the busy morning and evening rush hours. This will help our people to give you the best possible service. Each station's busy times for buying tickets at the ticket office are displayed on its information poster.

Please buy a ticket before you travel

Our ticket offices, website and ticket vending machines offer a wide range of fares to give you the best value possible.

If the station doesn't have a ticket office, you should purchase tickets from the self-service ticket vending machine at the station.

If there are no facilities to purchase tickets at your station, for example the ticket you wanted was not available or the machine is out of order, then you should find and speak to a member of staff and then buy a ticket at the next opportunity, either on board a train or at the next stop of your journey.

If you are using a Railcard you must make sure you have it with you for your journey and present it with your ticket. Only First Class Tickets are valid in First Class areas and only high speed tickets are valid on high speed services.

Penalty Fares and purchasing tickets on board

Southeastern is committed to ensuring that every passenger pays for their journey because fraudulent travel is not fair on passengers who pay. Our people check tickets on trains and at stations and we operate a Penalty Fares Scheme across our network as one of a range of approaches to minimise ticketless travel.

It is your responsibility to purchase a ticket before you travel for the whole of your journey for the time you want to travel and on the route and trains you want to use if facilities are provided for you to do so. If you do not, you may have to pay a higher fare than would have been available if you purchased your ticket before boarding, or be liable to pay a Penalty Fare. A Penalty Fare will be £20, or twice the appropriate full single fare to the next station stop, whichever is the greater. Tickets sold on board trains will only be for a standard single fare, which might not be the cheapest ticket. Full details of our Penalty Fare Scheme and Revenue Protection Policy are displayed on our website southeasternrailway.co.uk

During your journey

Ticket gates

Automatic ticket gates are installed at a number of stations on the Southeastern network. These gates help us to reduce fare evasion and keep our stations safer. Please always enter and leave the station by using your ticket to pass through the gates.

Oyster PAYG and contactless payment card validators

There are Oyster and contactless payment card validators, either free standing or fitted to the ticket gates, at every station within the Oyster PAYG Area, plus on high speed services between St Pancras International and Stratford International. These enable passengers using Oyster PAYG or contactless payment cards to touch in at the beginning of every journey and to touch out at the end of every journey. Failure to touch in and out will lead you to being charged the maximum PAYG fare, regardless of the length of the journey made.

If you do not have sufficient credit, travel outside the PAYG area, or fail to touch in or out, you may be liable to a penalty fare or required to purchase a ticket for your entire journey.

Keeping you informed about how your service is running

We appreciate that providing good, accurate and timely information is a vital part of the service we provide. Working together with Network Rail, and other industry partners, our ambition is to ensure that you not only have information about the service when making your travel plans but that we keep you updated during your journey.

You can find up to the minute service information from the following sources during your journey:



National Rail Enquiries: 03457 48 49 50
Southeastern Customer Services: 0345 322 7021
(calls are charged at local rate and may be recorded).



National Rail Enquiries: nationalrail.co.uk
Southeastern: southeasternrailway.co.uk



BBC Radio Kent travel bulletins
96.7FM / 104.2 FM / DAB



On Twitter via @Se_Railway



Download the Southeastern On Track app for up to date travel information at southeasternrailway.co.uk/app



Listen out for announcements at stations and on-board trains



Refer to electronic screens at stations or speak to a Southeastern employee if available.



Sign up for text, Twitter or email alerts at nationalrail.co.uk/alerts (charges apply for text alerts).

Our people

All our passenger-facing employees at stations and on trains will be pleased to help you with any aspect of your journey. Our people are expected to be:

- smartly dressed, easily recognisable and wearing name badges
- on hand to assist you, particularly if services are disrupted
- confident to assist disabled passengers
- courteous, helpful and willing to deal with your problems.

There are also 24 hour Help Points at all our stations (normally on the platform).

Alternatively, our Customer Service Centre is open 24 hours a day.

Our stations

Southeastern services call at 178 stations, 165 of which we manage.

We're committed to continually improving the facilities and appearance of all our stations so that they're welcoming and easy to navigate.

The majority of our stations have visual electronic display boards showing up-to-date train times. Announcements will be made at most stations publicising train running information and other relevant information to reassure you that you're in the right place at the right time. All our trains have electronic screens and announcements so you are kept informed about your journey as you travel.

During the course of our franchise we will install more information screens, ticket gates, ticket vending machines and help points and carry out a comprehensive repair and painting programme. We aim, where possible, to provide additional car park spaces where they are needed.

We work with the British Transport Police to combat crime and anti-social behaviour on our railway. Where CCTV is available we will use it to assist in providing evidence.

There is a good range of catering outlets at many of the stations we manage, allowing passengers to purchase food and beverages before boarding a service.

Our train services call at stations that are not managed by us, including the major London termini, London St Pancras, managed by High Speed 1, London Bridge, Charing Cross, and London Victoria, which are managed by Network Rail. We are committed 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.

On our trains

Delivering a pleasant environment on our trains is of great importance to us and Southeastern is investing in refurbishing our trains over the next two years, which includes mid-life refurbishment, as well as deep cleaning of our carriages.

We aim to clean all our trains every day. We're proud that they're clean and smart and we intend to keep them that way. We try to ensure that every train which leaves London is cleared of newspapers and litter before the start of its journey.

Finding a seat

Southeastern operate a walk-on service, which means you can join any of our trains. We know that the ability to turn up and travel is something that passengers value but this means that we cannot always guarantee to provide a seat, especially during busy periods.

There are times when some of our trains are a lot busier than others and you may have to stand. We monitor the number of people using each train on a regular basis using either automatic passenger load detection equipment or manual counts and use that information to allocate carriages to best meet demand. We don't offer seat reservations on any of our services. If part of your journey is with another train company which does offer seat reservations, we can arrange them for you (subject to availability) when you buy your ticket at a ticket

office or online. We also have a priority seating scheme to make it easier for passengers who require a seat for medical or other reasons to be accommodated.

Bikes on Southeastern

Passengers with bikes are welcome on our services. Compact folded bikes can be carried at any time on our trains, provided they're folded before being taken onto the platform and remain folded whilst on board. If you have a standard bike and your journey is within Kent or East Sussex and ends before Gillingham, Otford, and Tonbridge you can take your bike with you at any time, subject to space being available. Unfortunately we can't accommodate standard bikes on our trains anywhere between London and Gillingham, Otford, and Tonbridge during our busiest times – that is trains arriving in London, Monday to Friday between 07:00 and 09:59, and leaving London between 16:00 and 18:59. Outside those times you can take your bike on our trains, but subject to space being available.

Please note, bikes must be removed from the on-board space for wheelchairs if a passenger using a wheelchair requires it.

We have bike racks and/or lockers at most of our stations but we're working with Local Authorities and Network Rail to increase and improve these facilities to encourage access to our services by bike. You can find out more general information about travelling on trains with a bike at nationalrail.co.uk.

If you need assistance

We are committed to making travel on Southeastern as accessible as possible.

If you are disabled or an older passenger who needs assistance it is recommended that you give us at least 12 hours' notice, to enable us to deliver the best assistance possible. If you are intending to travel beyond the Southeastern network we would recommend giving at least 24 hours' notice as we need to check the accessibility and availability of employees of other train operators.

Even if you are not able to book or decide to make a last minute trip, we will still provide assistance but we would recommend checking our website (or phone our Assisted Travel line 0800 783 4524) for details of when employees are available at stations and to check whether the station will be accessible to you. We can still assist at stations outside of normal staffing hours but this could delay your journey as we will need to make arrangements for you.

To make the necessary arrangements please contact our Assisted Travel line on:

Telephone: 0800 783 4524

Textphone: 0800 783 4548

(for passengers with hearing impairments)

or by submitting an assisted travel booking form on our website.

The assistance we can provide includes:

- Ramps to assist disabled passengers to get on and off trains
- A helping hand with getting on or off the train or climbing stairs
- Guidance to a blind or visually impaired passenger
- A wheelchair to help with transfer between the station entrance and the train.

If you are unable to access a station or we cannot provide employees to assist you, we will provide a taxi (free of charge) to take you to the nearest or most convenient staffed station that you can access.

If we fail to provide the service you have booked

If you book assistance from us at least 12 hours in advance for help at a Southeastern station and that 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
- If your ticket is return, we will give you compensation of 50% of the value.

Please contact our Customer Services team quoting the Passenger Assistance Service reference number that you were given when you booked if you need to make a claim.

Blue badge spaces

There are designated car parking spaces available for blue badge holders at all the station car parks that we manage. Parking in these spaces for blue badge holders is free (with the exception of Ebbsfleet International station).

Wheelchair spaces on trains

All of our trains are available to wheelchair users and those trains which operate out to the Kent Coast and Sussex, including our high speed services, have dedicated space within the passenger saloon for wheelchair users and their companions. These trains also have accessible toilets. The location of wheelchair spaces is indicated by signs on the outside of the train doors.

Scooters

We can also carry mobility scooters on our trains subject to certain size/weight restrictions, please contact the Assisted Travel team if you wish to use your scooter on our services.

Priority seating cards

Southeastern operates a priority seat card scheme to help passengers who may require a seat for a reason that is not visible, to have access to a seat more discreetly and without the need to explain. If you are over 65, pregnant, you have a child under three or are disabled, you can apply for a card. If you are travelling on a service either without identified Priority Seating or all the Priority seating is occupied you are welcome to show the card to other passengers to help with obtaining a seat. It is also valid on Thameslink, Great Northern, Gatwick Express and Southern services and their cards are acceptable on our services. Details are available on our website or pick up a leaflet from one of our stations.

We also provide Baby on Board badges for pregnant passengers.

Luggage

Staff at stations can assist with luggage for disabled people when booked in advance. You may take one item of luggage that can be held in your lap plus up to two additional items, which should not exceed 30x70x90cm in size. Any one bag should not weigh more than 23kg. It is advisable to use pull along cases.

Tickets

There are discounted fares available for disabled passengers. Please ask at our ticket offices or call the Assisted Travel team for information. The Disabled Persons Railcard offers up to 34% off tickets for the holder and a companion. For more information contact the Disabled Persons Railcard Office helpline on 0345 605 0525 or textphone 0345 601 0132 or www.disabledpersons-railcard.co.uk

We are determined to improve the facilities and service that are accessible to disabled passengers. We are improving step free access and providing accessible facilities across our network, including toilets, passenger information systems, automatic doors, additional seating, handrails, and signage. The Stations Made Easy application available at National Rail Enquiries can help you plan accessible routes around the rail network.

Help and advice for travelling by train is also available via the Disability Onboard website www.disabledpersons-railcard.co.uk/travel-assistance/

For more detailed information on the services we provide Disabled People, please see our Disabled Peoples Protection Policy (DPPP). This is available from ticket offices, by calling our Customer Services team or as a download from our website, southeasternrailway.co.uk/about-us/policies/dppp where it is also available in different formats (large print, easy read and audio).

Delays

Travelling with young children

Many of our trains have been designed with areas of flexible space, making it easier to travel with pushchairs. All of our trains with toilets have at least one facility that offers a baby-change table and space for a pushchair.

If you need help lifting your pushchair onto the platform or onto a train, if they reasonably can, our people will help you, providing that they are physically fit to be able to do so and that you remove your child from the pushchair. Our people are trained to assist in line with the principle: 'parents take the baby, we'll take the pram'.

Lost property

If you lose an item of property on one of our services, please contact our Customer Services team using the webform on our website or by telephone. If we find your lost property it will be stored for three months at London Cannon Street station, from where you can collect it or we can arrange to send it to your nearest station. We charge a collection fee to cover our administration costs. The charges are displayed on the lost property area of our website southeasternrailway.co.uk/contact-us/lost-property/

Smoke free zone

For the comfort and safety of all our passengers, smoking and the use of e-cigarettes is not permitted on any part of our network including open platforms, toilets and immediately outside station entrances and exits.

When things go wrong and the train service is delayed or disrupted our aim is to ensure you're told as quickly as possible:

- what the problem is
- what it means for your journey
- any suggested alternative routes on which your ticket will be accepted without any additional cost
- make you aware of your entitlement to claim Delay Repay when trains are delayed by 15 minutes or more.

We will update all our information channels and industry systems as quickly as possible to ensure a consistent message is shown on all electronic media including nationalrail.co.uk, southeasternrailway.co.uk, Twitter and smartphone apps.

We have internal procedures in place that aim to keep passenger facing employees regularly informed and updated. Station teams and on-board train employees have tablets and smartphones to enable them to communicate the latest information to passengers. Station and on-board employees will make announcements and pass on information they receive whenever possible.

Unfortunately, there will be times during train service disruption when industry information systems will not always be able to keep pace with the rapidly changing situation. We are working across the industry to improve these systems and to minimise such occurrences.

The rail industry has produced an Approved Code of Practice which sets out high-level guidance and good practice in providing information to passengers during disruption. Southeastern uses this Code of Practice as a framework for delivering timely, correct and consistent information to passengers during major disruption/delays so that they can make well-informed travel decisions. You can read the Code of Practice, and learn more about our approach here: southeasternrailway.co.uk/about-us/about-southeastern/transparency/

We also have regular internal review processes which include using passenger feedback to ensure we continue to refine and improve the service we provide.

Refunds

If your journey is delayed we'll try and provide you with the information you need to get to your destination as quickly as possible. Where possible if trains are delayed by 15 minutes or more we will make station and on train announcements, have posters printed and promote via our on-line channels the Delay Repay scheme.

If you miss your last train because of a delay to one of our services, we'll arrange onward transport either by road or with another train operating company or if this is not possible overnight accommodation for you.

Our Delay Repay scheme and the industry arrangements set out in the National Rail Conditions of Travel (nationalrail.co.uk/National%20Rail%20Conditions%20of%20Travel.pdf) does not stop you using your other rights, like those under the Consumer Rights Act 2015, to claim compensation or losses. You can find out more about how the Consumer Rights Act 2015 applies to our services at: nationalrail.co.uk/CRACustomerFAQs.pdf

To make a claim for additional losses or compensation, please do contact customer services. We will consider all claims on their own merits.

Our refund and compensation policy is explained in the following paragraphs.

If you have already bought your ticket but your plans change and you decide not to travel, you can apply for a refund within 28 days of the expiry of the ticket. If your ticket was purchased online please log into your account or follow the instructions on the Southeastern website. If your ticket was purchased at one of our stations, you can return it to any Southeastern station. Our staff will advise you whether your ticket is eligible for a refund. You may have to pay an administration charge not exceeding £10.

At Southeastern, if you apply for a refund on an unused Anytime or Off peak ticket before the ticket is valid for travel, or on the day, at the ticket office where the ticket was bought, within an hour of purchase, as long as you can demonstrate that you have not used that ticket, we will give you a refund and will not charge you any administration fee.

If the train you planned to catch is delayed or cancelled and you decide not to travel, you can return your unused ticket to any ticket office within 28 days of the ticket's expiry for an immediate full refund and no administration fee will be charged. This applies to all Single and Return tickets, including Advance. You are also entitled to a full refund without fees if disruption prevents you from completing a journey and you return to the starting station.

If you no longer need your Season Ticket we can provide a refund for the unused portion if your ticket was bought from Southeastern. 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. Because Season Tickets offer significant savings for the daily traveller you may find that you receive a smaller refund than you were expecting or perhaps nothing at all.

Delay Repay

If you arrive at your destination station 15 minutes or more late, as a result of a delay to a Southeastern service you can claim compensation using Southeastern's Delay Repay scheme, irrespective of the cause. The value of

compensation is based on the price paid for your journey and the length of delay.

The scheme covers all ticket types including Season Tickets and tickets stored on The Key card or an Oyster Card, as well as Pay As You Go journeys. For more information please visit our FAQ's on our website.

Making a claim is simple and quick via our website, or pick up a form from one of our stations. We will need details of your delayed journey. Claims need to be made within 28 days of your journey. You have a legal right to receive your compensation in the same way you paid for your ticket. Full payment options are available on our online form and a range of options are available on our paper form.

If your chosen method is cashable vouchers, these can be cashed in at any Southeastern ticket office within 28 days of issue limited to £50 in one transaction per day. We ask that you provide photographic identification to make sure we are paying the vouchers to the right person. The vouchers can also be used to buy rail tickets with any National Rail train operating company in Great Britain, including Season Tickets and are valid for 12 months. We aim to respond to your claim within 10 working days.

The value of compensation is based on the price paid for your journey and the length of delay.

If you have a combination of tickets for your journey, we will compensate you for your whole journey. If part of your journey was with another train company, we will compensate you if we caused the delay. If we did not, we will pass the application on and ask the other train company to contact you. We will always let you know when we have done this.

Single and Return tickets

We will compensate you up to a maximum of 100% of the price paid for a Single or Return ticket. You must include your original daily ticket, or if you're a registered Oyster Pay As You Go user, a journey receipt.

The table below shows how we calculate compensation:

Ticket type held	Length of delay			
	15-29 minutes	30-59 minutes	60 to 119 minutes	120 minutes or more
Single	25% of price	50% of price	100% of price	100% of price
Return	12.5% of price	25% of price	50% of price	100% of price

Season Tickets

As Season Tickets are valid for a period of time we calculate the applicable daily value and divide this into two journeys; one outward and one return.

We will compensate you up to a maximum of the return journey rate for a Season Ticket.

The tables below show how we calculate compensation for Season Tickets and the journey rates:

Season Ticket type	Journey rate
Annual	Price /464
Quarterly	Price /120
Monthly	Price /40
Weekly	Price /10

Ticket type held	Length of delay			
	15-29 minutes	30-59 minutes	60 to 119 minutes	120 minutes or more
Season	25% of journey rate	50% of journey rate	100% of journey rate	Return journey rate

You can claim up to one outward and one return journey per day. If you're claiming online, it's really easy. Once you've registered, our system will remember your information, so if you do claim again, it's much quicker.

If you purchased a monthly or longer Season Ticket from Southeastern, you just need to provide your ticket number and photocard number. If you have a Weekly or Daily

ticket you must include a copy or the original with your claim. If you have a Season Ticket loaded onto an Oyster card you need to provide proof of purchase.

Enhanced compensation

If our services experience a period of sustained poor performance, in addition to Delay Repay, we offer enhanced compensation for our Season Ticket holders.

Enhanced compensation may be payable if you experience delays to your journey of 30 minutes or longer on 12 days within a business reporting period.

Your compensation will be either two-day return journeys anywhere on the Southeastern route or rail travel vouchers, valid for 12 months, to the value of a Single journey between the stations covered by your Season Ticket.

If you were delayed when we were operating an amended timetable, for example because of engineering works or an emergency timetable, Delay Repay calculations will be based on that amended timetable.

Valid claims

Customers are responsible for submitting valid claims and we reserve the right to check the validity of all claims we receive. We accept claims made by a third party as long as they are made in the name of the claiming passenger. We will not make any payments to a third party. We treat seriously any applications we believe may be fraudulent and will take further action if appropriate.

First Class

Sometimes we may be unable to provide First Class accommodation as advertised in our timetable. If a train is exceptionally busy the Conductor may decide to allow Standard class ticket holders to travel in First class. Sometimes all the first-class seats are already occupied by first-class ticket holders. If you hold a First Class ticket we will refund the difference between the Standard and First class fares for the relevant part of your journey should any of these events occur.

If this happens to you please contact our Customer Services team within 28 days of your journey providing them with the details of the train you were on, including your original Single or Return ticket or a copy of your photocard and Season Ticket, to request a refund of the difference between a First and Standard class ticket.

Keeping you updated on our performance

Southeastern is committed to being transparent about our business performance. Our six monthly passenger magazine, 'On Board' tells you how we are delivering against our improvement plans and provides performance updates on all aspects of our service.

You can download a copy in PDF format from our website or collect one from larger stations.

Train performance

Train punctuality and the reliability of our service is hugely important to us. We aim to run all our services on time, but there are times when services are delayed or cancelled and we know this is frustrating for our passengers. We are working together with Network Rail, who own and maintain Britain's railway infrastructure, to drive forward improvements in our service. The Joint Performance Strategy, published by Southeastern and Network Rail every year, explains our priorities for the coming year for delivering improvements to the reliability of our network. You can download a copy from our website.

We monitor how punctual our services are using the Public Performance Measure (PPM). PPM is the industry-wide measure which accounts for the performance of individual trains advertised as passenger services against

We welcome your feedback

our planned timetable. We will publish how punctual our services have been every four weeks on our website southeasternrailway.co.uk by line of route.

We will also display the figures on a poster at the following stations: Ashford International, Bromley South, Canterbury West, Chatham, Dartford, Faversham, Folkestone Central, Hastings, Lewisham, London Blackfriars, London Bridge, London Cannon Street, London Charing Cross, London St Pancras, London Victoria, London Waterloo East, Maidstone East, Maidstone West, Margate, Orpington, Ramsgate, Sevenoaks, Sittingbourne, Tonbridge and Tunbridge Wells.

Customer Service performance

In addition to the four-weekly updates on train service performance we'll keep you informed of other aspects of our service from time to time, including:

- our ticket office opening hours, queuing time targets, and the achievement of these targets
- ticket vending machine availability
- the number of complaints per 1,000 passengers
- feedback from the latest National Rail Passenger Survey
- our Customer and Stakeholder Engagement Strategy.

If you do not have access to the Internet at home, you may be able to use facilities at your local public library, or you can request the information by contacting our Customer Services team.

We're always pleased to hear the views of our passengers, which are vital in understanding where improvements to our service can be made. If you've any recommendations that you feel could enhance travel on Southeastern, or would like to comment on any aspect of our service, please contact us using our comments form available on line or from any of our staffed stations, or by telephoning or writing to us.

We survey our passengers on a regular basis and continually seek feedback to ensure we are focusing on the areas that matter most to our passengers. We also maintain a constructive working relationship with both Transport Focus and London TravelWatch, hold regular 'Meet The Managers' events at selected London stations and consult with Rail User Groups across our network. We also take very seriously the results of the twice yearly National Rail Passenger Survey. This feedback can and does help us improve our service.

For more information on our approach to capturing feedback and putting it into action, please read our Customer and Stakeholder Engagement Strategy which sets out our plans. southeasternrailway.co.uk/about-us/transparency

We take any complaint by a member of the public very seriously and will always investigate any complaints.

How to contact us

For help and advice on any aspect of your journey please call our Customer Services team who will be happy to help. They are available 24 hours a day, seven days a week except Christmas Day and Boxing Day.

Telephone: 0345 322 7021
(calls are charged at local rate and may be recorded).
Textphone: 0800 783 4548
(for passengers with hearing impairments).

You can also contact us via Twitter @SE_Railway. We will manage our account 24 hours a day, 7 days a week with the exception of the period between 23:00 on Christmas Eve and 08:00 on Boxing Day.

Our social media policy, available on our website, provides more information about our Twitter account. Please note that some enquiries / complaints will require specialist input from other parts of the business and therefore we may not be able to offer a full response immediately on Twitter.

If you are writing to us please send any correspondence to:

Southeastern Customer Services, PO Box 10422, Unit 16
Coalfield Way, Ashby-de-la-Zouch, LE65 9EL

Or alternatively use our online form on our website
southeasternrailway.co.uk/contact-us/contact-us-form

Comments forms are also available at all staffed stations.

When writing to us, please include your tickets and a daytime telephone number with your correspondence, as we often find that a telephone conversation is much more effective than lengthy correspondence.

If you call our Customer Services team, our aim is to answer your call within 30 seconds. (Target: 80% calls answered within 30 seconds). If you write to us or contact us using our feedback form we aim to respond to you within 10 working days.

If your issue is with another train company we will ensure your letter gets sent on to the right people in the company involved. We'll write to let you know to whom we've forwarded your letter.

If you write about a problem with your Oyster Card or Oyster PAYG then please include your card details. In most cases, we will forward your correspondence to the Oyster Helpdesk at Transport for London.

If you are not satisfied with our reply

We'll do our best to resolve any problems you've had with Southeastern in a fair and reasonable way. Please give us the opportunity to try to resolve your complaint.

If you're unhappy with the response you receive, you have the right to appeal to the Rail Ombudsman. The Rail Ombudsman is there to help resolve on going complaints between us and our passengers. It's free

to use their services and they are independent of the rail industry. They don't take sides, but just look at the evidence available. They will help us both to try to reach an agreement, but if this doesn't happen, they will make a decision based on the evidence they've received. If you agree with their decision, then we have to act on what they say.

You can appeal to the Rail Ombudsman if:

- you're unhappy with our final response to your complaint which will be contained in a letter or email (sometimes called a 'deadlock letter'); or
- we haven't resolved your complaint within 40 working days of receiving it; and
- no more than 12 months have passed since we sent you our final response.

There are some complaints that the Rail Ombudsman won't be able to look into, for example if it's about the way one of our services has been designed, industry policy, or if your complaint relates to an event which took place before the Rail Ombudsman service was established. If that's the case, then they'll contact you to let you know. If possible, they will transfer your complaint to another organisation that may be able to help you further, such as Transport Focus or London TravelWatch – the independent consumer watchdogs for the rail industry. They will independently review your complaint and where appropriate, follow things up on your behalf.

Rail Ombudsman
FREEPOST – RAIL OMBUDSMAN
Telephone 0330 094 0362
(Monday to Friday 08:00 – 20:00 Saturday and Bank Holidays 08:00 – 13:00)
Textphone: 0330 094 0363
Email: info@railombudsman.org
Website: www.railombudsman.org
Twitter: @RailOmbudsman

Copies of our Passenger's Charter are available from our website, from our Customer Services team or at any staffed Southeastern station. It is also available in other formats such as large print and audio on request from the Customer Services team.

National Rail Conditions of Travel

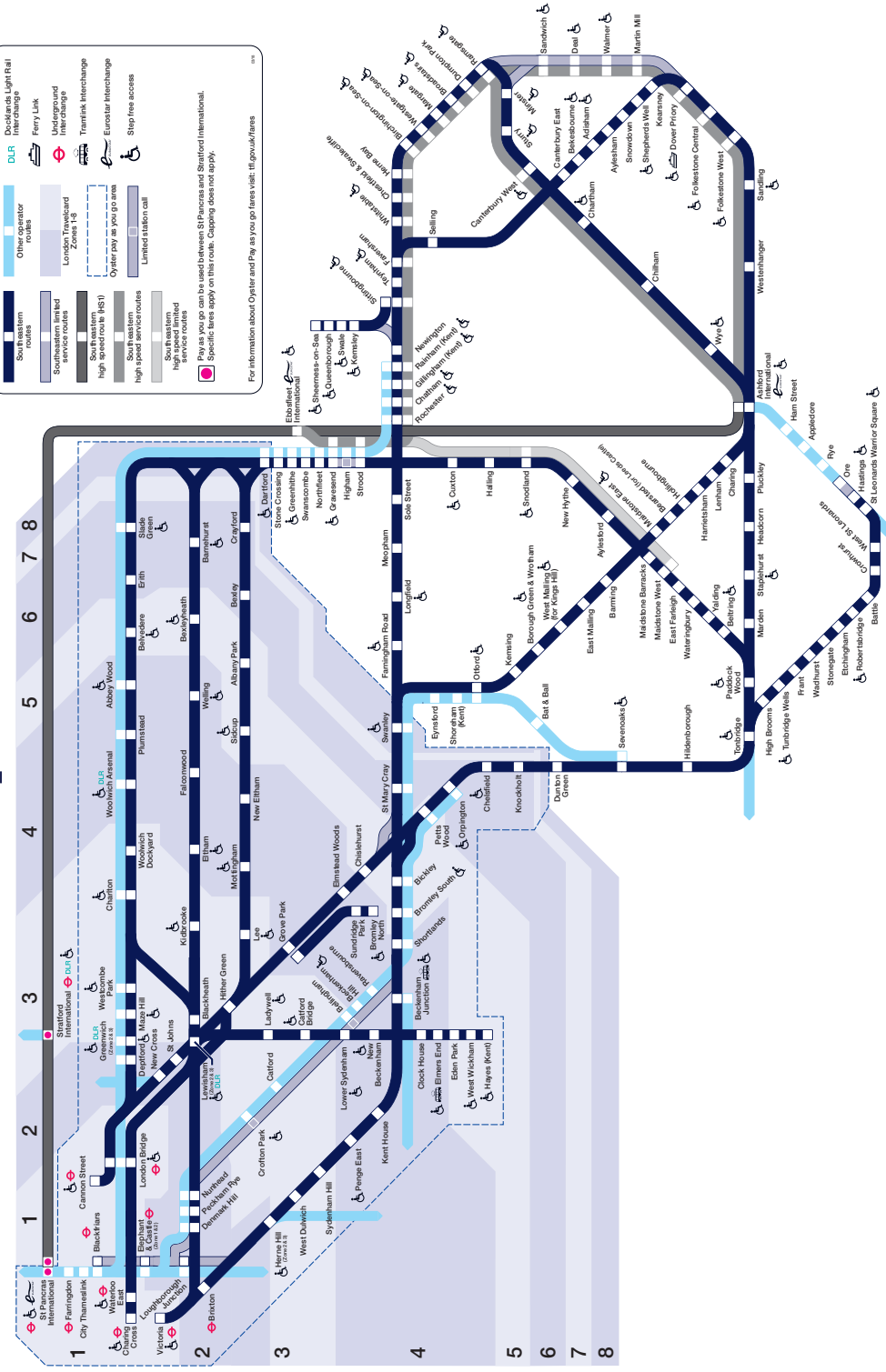
Our Passenger's Charter does not prevent you exercising your legal rights, including under the Consumer Rights Act 2015, which are set out in the National Rail Conditions of Travel.

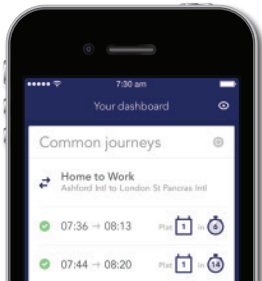
You can view these on southeasternrailway.co.uk or nationalrail.co.uk, or can ask for a copy at any staffed Southeastern station or from our Customer Services team.

The National Rail Conditions of Travel cover all journeys made on our services. They also cover all ticket purchases except for purchase of Oyster PAYG value. The purchase of Oyster PAYG value is covered within the Oyster Conditions of Use on National Rail which can be viewed at www.nationalrail.co.uk/static/documents/content/Oystercou.pdf

We review our Passenger's Charter every year to ensure it remains up to date and wherever possible, to reflect feedback from our passengers and from market research on how we can improve our services. Any changes are made following consultation with Transport Focus, London TravelWatch, and the Department for Transport.

Southeastern network map





Straight to your pocket

Download our free **Southeastern On Track** app for tailored information on your most-used services and more.

Departure times, service updates and a nifty journey planner are all just a swipe, tap and scroll away.

Get it from the **App Store** or **Google Play**.



Google Play is a trademark of Google Inc. Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.



The information in this leaflet was correct at the time of printing (SEPT 2019).