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# PASSENGER'S CHARTER

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EFFECTIVE FROM SUNDAY 23RD MAY 2010

THE POLICY IS ALSO AVAILABLE IN LARGE PRINT  
FORMAT AND BRAILLE. CALL OUR CUSTOMER  
SERVICES ON **0845 603 4852** FOR ASSISTANCE.

For full information about Grand Central services and tickets visit

**[www.grandcentralrail.com](http://www.grandcentralrail.com)**

Grand Central Railway Company Limited, River House,  
17 Museum Street, York YO1 7DJ.

**Call 0845 603 4852**

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## CONTENTS

|    |   |    |
|----|---|----|
| 1. | INTRODUCTION                                      | 3  |
|    | About Grand Central                               | 3  |
|    | Our commitment to you                             | 3  |
|    | Improvements to our services                      | 3  |
|    | Our plans for the future                          | 4  |
| 2. | PLANNING YOUR JOURNEY                             | 4  |
| 3. | BUYING YOUR TICKET                                | 5  |
|    | Seat reservations                                 | 5  |
| 4. | PASSENGERS WITH DISABILITIES                      | 5  |
|    | What happens if booked assistance is not provided | 6  |
| 5. | ON THE TRAIN                                      | 6  |
| 6. | WHEN THINGS GO WRONG                              | 7  |
|    | Compensation                                      | 7  |
|    | Refunds   | 8  |
|    | Engineering work                                  | 8  |
| 7. | USEFUL DOCUMENTS AND CONTACTS                     | 9  |
| 8. | HOW TO CONTACT GRAND CENTRAL                      | 9  |
|    | Ticket sales                                      | 9  |
|    | Train running information                         | 10 |
|    | Assisted travel                                   | 10 |
|    | General enquiries and customer service            | 10 |
|    | Company registration information                  | 10 |
|    | Lost property                                     | 10 |
|    | Escalating complaints                             | 10 |

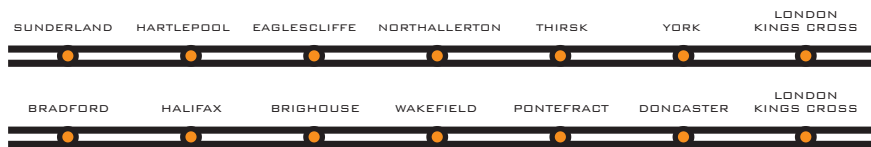
## 1. INTRODUCTION

This Charter sets out our commitments to you. It does not create any new legal relationship with you as a result of what we say we will do, nor does it adversely affect your legal rights. These are set out in the National Rail Conditions of Carriage which can be obtained from large staffed stations or from our Customer Services team. This Charter is regularly reviewed to keep it up to date. Your views are important to us, and your suggestions and comments are greatly appreciated.

The information in this publication was correct at the time of printing, but is subject to change without prior notice.

### About Grand Central

Grand Central operates high speed direct train services between London Kings Cross, Yorkshire and the North East.



We are a railway service built on the well-founded principles of customer service. We do not operate a franchise from the government nor do we receive a public subsidy. We are however, subject to all the rail industry regulations and safety standards.

### Our commitment to you

Our aim is to make your journey a real pleasure from start to finish. From planning your trip and buying your ticket, through to arriving at your destination, we aim to meet your needs. Book online at [www.grandcentralrail.com](http://www.grandcentralrail.com) or by calling 0844 811 0071. If you book in advance, your seat will be reserved for free (subject to availability). For last minute journeys just jump on the train, take a seat and you can buy your ticket onboard.

### Improvements to our services

We strive continually to improve the service we provide and, since we started operating in December 2007, we have;

- Provided 2 additional services (Monday to Saturday) on our Sunderland to London route, bringing the daily total to 8.
- Introduced a new route, providing 6 services daily between Bradford and London Kings Cross, calling at Halifax, Brighouse, Wakefield, Pontefract and Doncaster.
- Refreshed our class 180 trains.
- Introduced free Wi-Fi throughout our trains and at seat power sockets in most carriages.
- Provided complimentary tea and coffee to our passengers in Standard Class.
- Trained our drivers on environmentally friendly driving techniques

### Our plans for the future include;

- Replacing the engines in our High Speed Trains. This will increase reliability and reduce carbon emissions.
- Seeking journey time enhancements through timetable alterations and line speed improvements in conjunction with Network Rail
- Working with station operators to improve station facilities and real time information provision
- Improving our buffet menus to provide you with a wider selection of food and drink

We welcome feedback on these and all other issues to help us improve so that we can provide a better service for you.

## 2. PLANNING YOUR JOURNEY

Full details of all Grand Central train services are available:

### On line

At [www.grandcentralrail.com](http://www.grandcentralrail.com).

On our website you will find:

- details of all of our train times;
- information on our tickets and fares, how to buy them, and advice on refunds and compensation;
- details of the service we provide on train;
- information about the destinations we serve;
- special offers and news updates;
- updates on engineering work and other events which may result in service alterations.

### By phone

Call Grand Central on 0845 603 4852 or call National Rail Enquiries on 08457 48 49 50 for details of Grand Central and all other train services in Britain.

### At most railway stations

Travel centre and ticket office staff can provide train time and fare information.

### At the Grand Central ticket office

Visit our ticket office at River House, 17 Museum Street, York, YO1 7DJ. You can get advice from our own staff on your journey requirements (Monday to Friday 0900 - 1700).

### In our timetable

Our timetable is available from all staffed stations served by Grand Central and can be sent by post if required. Please contact our Customer Services team, contact details are in Section 8.

Our timetable change twice a year and new timetables are available from staffed stations and on our website four weeks before their start date.

### Real time information

On the day you are travelling you can access up to date information on service alterations through [www.nationalrail.com](http://www.nationalrail.com), by calling National Rail Enquires on 08457 48 49 50 or for live departure and arrival times direct to your mobile just text the station name to 8 49 50.

### 3. BUYING YOUR TICKET

Grand Central believes tickets should be:

- easy to purchase;
- simple to understand, and;
- offer great value for money.

Tickets for Grand Central journeys can be bought:

#### On line

At [www.grandcentralrail.com](http://www.grandcentralrail.com) we sell tickets for all national rail operators in Great Britain. Make sure you have selected a Grand Central train if you wish to travel with us.

#### By phone

Call the Grand Central telesales centre on 0844 811 0071 (0800 - 2000) or our Customer Services team on 0845 603 4852 (Monday - Friday 0630 - 2130, Saturday 0645 - 2100, Sunday 0830 - 2130).

#### On the train

We appreciate that sometimes it is not practical or convenient to purchase your ticket in advance or you wish to avoid the queues. So simply turn up and board one of our trains and purchase your ticket with no additional charge or penalties.

#### At most railway stations

At any ticket office or travel centre or at the self-service machines at those stations where they are available.

#### At the Grand Central ticket office

Visit our ticket office at River House, 17 Museum Street, York, YO1 7DJ. You can get advice from our own staff on your journey and ticket requirements (Monday - Friday 0930 - 1700).

#### Seat reservations

Reserving your seat on a Grand Central train is free of charge. We recommend reserving your seat if you are travelling at busy times.

If, for any reason, we cannot honour your seat reservation, please contact a member of our staff and we will try to find another seat on the train for you.

If we have failed to honour your seat reservation and we have been unable to find you an alternative seat, causing you to have to stand for more than 20 minutes we offer a 50% refund on your ticket for the affected leg of the journey. Please ask the on-train staff to endorse your seat reservation coupon and send both the reservation coupon and your ticket to our Customer Services team on a Customer Feedback form.

When travelling, please retain your ticket throughout your journey until you have departed your destination station: barrier checks may be in operation at some stations.

### 4. PASSENGERS WITH DISABILITIES

If you, or someone travelling with you, has a mobility impairment or other disability and will need help during your journey or at stations, please let us know at least 48 hours in advance by calling the Grand Central Contact Centre on **0844 811 0071** or **0845 305 6815** for textphone users.

We are committed to meeting the needs of all our passengers and will help passengers who need special assistance in planning and making their journey. Our Travel Information for Disabled Passengers leaflet contains our Disabled Person's

Protection policy. This can be obtained by contacting our Customer Services team and can be supplied in large print and Braille versions if required.

The Association of Train Operating Companies (ATOC) produces a guide called Rail Travel Made Easy. It is available from most staffed stations, Customer Services, Citizens Advice Bureaus and some libraries. It gives you information to help plan your journey and get best value tickets.

Disabled Person's Railcard holders can benefit from discounts on Grand Central tickets.

#### What happens if booked assistance is not provided

If you had booked assistance for travel on a Grand Central train and it was not provided, please contact station staff, our on-board staff or our Customer Services team immediately and we will do all we can to rectify the problem and help you continue your journey with the minimum of disruption to you. If your journey is delayed as a result of our failure to provide assistance, we will be happy to offer compensation in line with our company policy. Please contact Customer Services for further advice or to make a claim, contact details are in Section 8.

### 5. ON THE TRAIN

All Grand Central trains offer both First and Standard class accommodation.

Passengers on Grand Central trains enjoy higher levels of comfort compared with some other train companies with improved seating and leg room. Where possible seats are lined up with windows so that you can enjoy the external views as you travel.



Space is provided for luggage throughout the train. Luggage racks are provided at the end of each carriage for storing larger items. Space for smaller items is available behind seats and in overhead racks.



Power points for laptops and phones are provided in most carriages.



Free WiFi is available throughout all Grand Central services.



Monopoly, Cluedo and Chess boards are available on every table in Standard class accommodation. Playing pieces can be purchased from the buffet or you are welcome to bring your own.



Smoking is not permitted by law on any part of any train or at any station.



Cyclists are welcome on board all Grand Central services. Please remember to book your cycle space before you travel as space can be limited.



Well behaved pets are welcome on board Grand Central services free of charge, as long as they do not occupy a seat. Please ensure your pet does not disturb other passengers. All animals except for dogs must be carried in a fully enclosed basket or carrier. Full details are available in the National Rail Conditions of Carriage.



Our buffet service provides a large selection of hot and cold drinks, fresh sandwiches, pastries and cakes. In addition we offer a wide range of alcoholic beverages, crisps, snacks and chocolate. A trolley service offering a range of food and drinks is available on selected trains.



Our staff are highly trained and customer focused. If you require any help during your journey please ask a member of the crew.

## 6. WHEN THINGS GO WRONG

Occasionally not everything goes to plan. When this happens our staff are trained to identify and resolve journey difficulties you may have. If you are inconvenienced during your journey please bring this to the attention of our staff as soon as possible, so that we can try to resolve things to your satisfaction straight away.

Sometimes problems occur outside our control that affect your journey. We will do our best to advise you of any delays that may affect you. Customer information systems will be updated and station staff will be advised. Where possible Grand Central staff will assist station staff during service disruptions.

If you are on board one of our trains during a delay, our staff will keep you informed on progress, and will assist you with planning alternative train connections. If you are delayed on our train for more than 60 minutes our Senior Conductor is authorised to issue hot drinks and bottled water free of charge. If the delay on the train is over 2 hours, subject to stock availability, the Senior Conductor may issue other buffet stock free of charge.

In the event of service delay, we will:

- get you to your destination station;
- or arrange alternative transport where this is not practical and appropriate;
- or, if your onward journey is not possible, get you back to your originating station;
- or make appropriate arrangements for stranded passengers.

Delays of more than 1 hour may make you eligible for compensation.

### Compensation

If you are delayed while travelling on a Grand Central train the compensation you can expect is;

- Delay of 1 to 2 hours, 25% of the cost of a single ticket or 25% of the relevant portion of a return ticket.
- Delay of 2 to 3 hours, 50% of the cost of a single ticket or 50% of the relevant portion of a return ticket.
- If the delay is over 3 hours, 100% of the cost of a single ticket or 100% of the relevant portion of a return ticket.

If unforeseen circumstances mean that we have had to introduce an emergency timetable, these compensation arrangements will be based upon that timetable.

We do not normally accept claims where trains are delayed and you were told about the delay before you bought your ticket and you still decided to travel.

Claims will not be accepted if the delay was outside the control of the rail industry and events that may not be considered for compensation include suicides, acts of terrorism or vandalism and severe weather conditions.

We aim to hand out Customer Feedback forms to all passengers on our trains when they are delayed by over an hour, but if you do not have a form ring us on 0845 603 4852 and we will send you a form. Please ensure that the on-train staff have endorsed your ticket.

For compensation to be considered, a claim form must be received by our Customer Service team within 28 days of the delay occurring. On receipt of a correctly completed Customer Feedback form we aim to post your compensation within 5 working days, but during busy periods please allow up to 28 days for a response.

### Refunds

If you decide not to travel, you can claim a refund for your unused ticket. You need to make your refund application to the location where the ticket was purchased.

For tickets bought online, your e-mail confirmation will provide details about how to request a refund on unused tickets.

For tickets purchased onboard a Grand Central service you should contact our Customer Services team. Please note that our Customer Services team can only provide refunds on unused tickets bought from the Grand Central ticket office in York or on-board a Grand Central train.

An administration fee may be charged on ticket refunds.

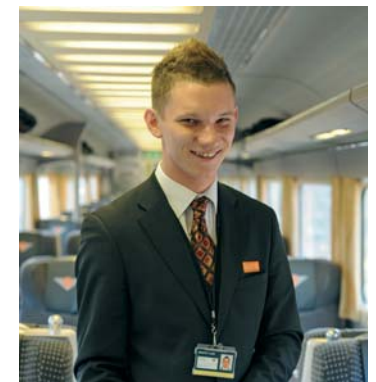
Tickets must be returned for refund within 28 days of their expiry date (this is shown on the ticket).

### Engineering work

Network Rail needs to undertake a regular programme of maintenance and improvement to the track and signalling. This may mean the rail lines need to be closed temporarily causing changes to the normal timetable. Engineering work can often affect train services at weekends and public holidays and sometimes early morning or late evening services. Our aim is to provide information on planned changes at least four weeks in advance. This information will be available on our website, through National Rail Enquires, from station ticket offices, and from our Customer Services team, contact details are in Section 8.

Sometimes Network Rail has to carry out engineering work at very short notice. When this happens, we aim to provide you with the information through all regular channels. We will provide this information as quickly as possible, however we still recommend that you check for alterations before travelling on

[www.nationalrail.co.uk](http://www.nationalrail.co.uk) or by calling National Rail Enquires on 08457 48 49 50.



## 7. USEFUL DOCUMENTS AND CONTACTS

There are a number of sources of useful information about travelling on Great Britain's rail network.

### National Rail Conditions of Carriage

Whenever you buy a train ticket you enter into an agreement with all of the mainline train companies in Great Britain. The National Rail Conditions of Carriage sets out the details of this agreement and copies are available from main railway station travel centres or may be downloaded from the National Rail website or the Grand Central website.

### Passenger Charters

In its Passenger Charter, each train company sets out the specific standards of service it promises its passengers. These are available from the train company or from a travel centre at any station where that company's trains stop.

### Travel Information for Disabled Passengers

(also called 'Disabled Person's Protection Policies'). All train companies are required to set out their services for passengers with disabilities in one document. These are available from the train company or from a travel centre at any station where that company's trains stop.

### National Rail Enquiries

This is the definitive source of information for all passenger rail services on the National Rail network in Great Britain. The National Rail Enquires website maintains a list of all train operating companies and details of how to contact them.



[www.nationalrail.co.uk](http://www.nationalrail.co.uk)



08457 48 49 50

### The Office of Rail Regulation

The Office of Rail Regulation is the independent safety and economic regulator for Britain's railways. They can be contacted at:



[www.rail-reg.gov.uk](http://www.rail-reg.gov.uk)



020 7282 2018

## 8. HOW TO CONTACT GRAND CENTRAL

There are a number of sources of useful information about travelling on Great Britain's rail network.

### Ticket sales



[www.grandcentralrail.com](http://www.grandcentralrail.com)



Telesales 0844 811 0071 (0800 - 2200)



Group and business travel 0845 603 4852 (0900 - 1700 Monday to Friday)



In person at River House, 7 Museum Street, Yok YO1 7DJ  
(0900 - 1700 Monday to Friday)

### Assisted travel



0844 811 0072 (0800 - 2200)



Text phone 0845 305 6815 (0800 - 2200)  
(for customers with hearing impairments)



Email [assistance@grandcentralrail.com](mailto:assistance@grandcentralrail.com)

### Train running information



National Rail Enquires 08457 48 49 50



[www.nationalrail.co.uk](http://www.nationalrail.co.uk)



Train Tracker 0871 200 49 50



Text station name to 8 49 50



Text phone 0845 60 50 600 (for customers with hearing impairments)

### Lost Property

If you lose an item on a station please contact the station operator directly. You can find the contact details for the station operator from the National Rail website [www.nationalrail.co.uk](http://www.nationalrail.co.uk) or by calling National Rail Enquires on 08457 48 49 50.

If you lose an item on one of our trains, we will do our best to recover the item for you. Lost property recovered from our trains is handed in at the final destination station. For trains travelling towards Sunderland or Bradford, please contact Northern Rail's Lost Property office on 0845 00 00 125. For trains travelling towards London, please contact King's Cross Lost Property Office on 0207 837 4334.

### General Enquiries and Customer Service

Your views are important to us, so we measure how we're doing by listening to your feedback. By learning from our customers feedback and from our mistakes we aim to continually improve the service we provide. You can contact us either through a Customer Feedback form or by



[www.grandcentralrail.com](http://www.grandcentralrail.com)



0845 603 4852 (Monday - Friday 0630 - 2130, Saturday 0645 - 2100, Sunday 0830 - 2100)



[customer.services@grandcentralrail.com](mailto:customer.services@grandcentralrail.com)



In person at River House, 7 Museum Street, Yok YO1 7DJ  
(0900 - 1700 Monday to Friday)

### Escalating Complaints

If you are not satisfied with any aspect our response, in the first instance please write to our Customer Services Manager.

If you are still unhappy with our response, please write to Passenger Focus, which is an independent body set up by Parliament to protect the interests of passengers.



### Passenger Focus

Freepost PO BOX 4527  
Manchester M60 3AR

Telephone: 08453 022 022  
Textphone: 08458 501 354  
Facsimile: 08458 501 392  
[passengerfocus.org.uk](http://passengerfocus.org.uk)  
[info@passengerfocus.org.uk](mailto:info@passengerfocus.org.uk)